

Opening Doors for **Everyone**



*Providing Outstanding Customer
Service at One-Stop Career Centers*

Toolkit – Tools, Templates & Worksheets: Checklist for Strengths- Based Practice

For additional resources visit: <https://doors.workforce3one.org>

This toolkit was developed by Social Policy Research Associates in collaboration with ETA's Older Workers Program, Disabilities Program, Indian and Native American Program, and Migrant and Seasonal Farmworker Program. U.S. Department of Labor Task Order DOLU101A21498.



CHECKLIST FOR STRENGTHS-BASED PRACTICE

Here is a list of quick reminders of what it takes to provide strengths-based customer service to all customers you serve.

- ✓ Discover what the customer wants. Know his or her aspirations, goals, and dreams.
- ✓ Enjoy and appreciate differences among individuals and customer groups.
- ✓ Provide customer service in meaningful ways.
- ✓ Acknowledge the strengths of all customers.
- ✓ Practice self-care.
- ✓ See customers as their own best resources.
- ✓ Approach work with customers as a coach (see yourself as an informational resource, trainer, trouble-shooter, mentor, and advocate).
- ✓ Acknowledge the strengths and resources you bring to your work, as well as the strengths and resources your customers possess.¹

¹ Adapted from: Aguilar, L., & Stokes, L. (1996). *Multicultural customer service: Providing outstanding service across cultures*. Burr Ridge, IL: Irwin Professional. Saleebey, D. (Ed.). (2006). *The Strengths Perspective in social work practice* (4th Ed.). Boston: Allyn & Bacon.