



KANSAS CITY ICSA

Kansas City ICSA Chapter www.icsa.com

Non-Money Motivators

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- What choice will you make on the expressway of change?
- Words from our Chapter President, Diane MacPherson
- A note from International President, Bill Gessert
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- 2008-2009 K.C. Chapter Executive Board

Get it squared away on your calendars! Join the Kansas City ICSA Chapter for a lunch meeting on July 22nd.

Advanced technical skills are combined with creativity, fun and vision in this dynamic presentation.

Francine Knight believes that we are all creative geniuses, and she strives to bring out that genius in every person she encounters. An entrepreneur and creative specialist, she helps people and companies get out of ruts by teaching them how to look at rules, processes and expectations differently. She has a love of fun, and her high energy and enthusiasm are contagious as she promotes the ability to have fun at work, while still being productive. Valuing lifelong learning, Francine is motivated to equip audience members with the skills to tap into creativity, embrace change and revolutionize how they work.

Her experience comes from diverse environments. She was a psychology instructor and student advisor at Wichita State University and Butler County Community College. She has been a vocational rehabilitation consultant, conducting job coaching and development, interviewing and network skills training, and career matching and planning. As president of Knight Vision Career Consulting, Francine gained experience managing day-to-day operations of business, marketing and account management, working with the general public, schools, insurance representatives and attorneys.

Kansas City ICSA Chapter Meeting July 22nd, 2008

Time: 11:30 AM - 1PM

Location: Grand Street Café, K.C. Plaza
4740 Grand Ave. K.C., MO 64112

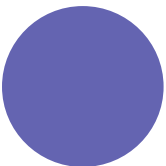
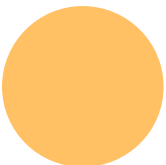
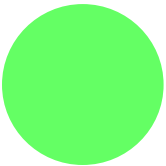
Cost: \$20 (includes lunch and program)

E-mail Reservations to: janelson@natsem.com. Or respond to our Evite and use PayPal for your payment.

PLEASE MAKE CHECKS PAYABLE TO: Kansas City Chapter ICSA

Send to Diane MacPherson
5317 NW Walden Dr.
Kansas City, Mo. 64151

If you have any questions, please call Julia Nelson at 913-236-0726



A Few Words from Your Chapter President



*Diane MacPherson, CCSP
Director Customer Service
Operations
National Seminars Group, a Div.
of Rockhurst University
Continuing Education Center*

*“... An
organization that is
growing and gaining
momentum.”*

Everyone who has been watching the Kansas City Chapter of the International Customer Service Association (ICSA) knows that it is an organization that is growing and gaining momentum. Attendance for chapter meetings and teleconferences has broken records this year.

Many of you met our board members at the last chapter meeting, or you may have met the board on the video invitation e-mail. These dedicated volunteers are working on your behalf to bring you the best cutting-edge information at our chapter meetings, in newsletters and in our teleconferences. They continue to keep our membership lists up-to-date and are diligent and responsible for the accounting of chapter funds. Rep Appreciation Night is a yearlong commitment and your ICSA Kansas City board members will continue to provide you and guests a memorable evening of: **celebration, entertainment, food, prizes** and recognition of the best customer service representatives in the Kansas City area.

Our board is committed to giving you value and has done an extraordinary job. However, our chapter would not exist if it were not for you, the participating members. Please take a look at ICSAToday.org to discover more about ICSA and please support your chapter by joining ICSA at the international level. Our chapter will receive up to \$125 from International for each KC Chapter member who purchases an ICSA international membership. Purchase an international membership by July 31, and membership renewal will be Dec. 1, 2009! You get 17 months for the price of 12 months!

International ICSA Membership fees:

- \$245 - 1st member
- \$195 - 2-9 members
- \$160 - 10+ members
- Corporate memberships are available.

Hope to see you at our next chapter meeting!

*Diane MacPherson, CCSP, CSC
Chapter President*

“One Team - One Goal”

Here is a message from our International ICSA President, Bill Gessert on Customer Service Week!

This year's theme is: “One Team - One Goal”. We thought you might also be interested in some history around Customer Service Week.

In 1984, the ICSA launched Customer Service Week and with it, an annual program designed to celebrate the service profession and those who work within it. In 1992, working with the ICSA, the United States Congress passed a resolution officially setting aside the first week of October for the event. We are excited about new plans for this year's Customer Service Week that the Board of Directors has been building. While specific details will be announced soon, here are a few of the special elements planned for the 2008 version of Customer Service Week:

- A special website for ICSA member companies to recognize their top service professionals
- Recognition of our industries top Service Professionals at the ICSA annual conference
- A scholarship program for our top Service Professionals

Please let me know if you have any additional questions. And I hope you will consider membership to the ICSA. Please feel free to visit our new website @ www.ICSAToday.org.

*Sincerely,
Bill Gessert - President*

What choice will you make on the expressway of change?

The following is an excerpt from Merge's Monthly Minute:

Today's workplaces are high-speed expressways of change. Resources are fewer, yet you (and your people) are required to accomplish more tasks, give greater levels of customer service, achieve improved results, and all with poise and professionalism. If you think of the ongoing and numerous changes occurring in your organization as vehicles on this expressway, then here's a metaphor that can help you take greater control of your escalating workload and shrinking time.


Imagine that you're in a stopped car on the expressway in a driving lane. Cars in the other lanes whiz past you, and when those in your lane realize you've stopped, they make last-minute lane changes to avoid hitting you. At this moment in time, you have three choices. One, you can continue to passively sit and wait in your car, but the odds are high that sooner or later you'll get hit. When that happens, most of the other cars will be unaffected and continue on their way, but you'll be in much worse shape as a result of the collision. Two, you can react to the dangerous situation and pull out of the main flow of traffic on to the shoulder, dodging other cars in each lane as you make your way there. You'll avoid any eventual collision, but you will still get left behind as the other vehicles continue onward to their destinations. Or three, you can turn your key in the ignition and begin to drive forward. Eventually, as you accelerate your car, you'll be able to match the speed of all the other vehicles on the road, merge into traffic and continue along the expressway towards your chosen destination.

When rapid change is hurtling towards you on the expressway called your work life, you have three choices. You can passively wait and get hit, you can react to the changes once they occur, or you can proactively get into the driver's seat and steer your car where *you* want to go.

Even if you get lost along the way and don't get to the exact destination you'd intended, at least, at least *you are* still driving your car. The reality is that change won't stop--those cars will keep coming on the expressway--but it's up to you to decide how you're going to respond. Which option will you choose?

Merge Gupta-Sunderji helps turn managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at www.mergespeaks.com or 403-605-4756.

May 20th, 2008 Chapter Meeting Highlights. . .


“Steve Schumann did an excellent job of clarifying the difference between coaching and mentoring. That had always been fuzzy for me and now I'll be able to identify which one will best help an employee succeed.”

We hope you enjoyed the K.C. Chapter ICSA Video Invitation for the May 20th Chapter meeting. It was a pleasure to have nearly 30 members present for our meeting. We would like to thank Rockhurst University CEC, Inc. for providing each member in attendance with an educational DVD as a special gift! Those in attendance also received membership pins.

The purpose of our May meeting was to provide education on the differences between coaching and mentoring that aid in maximizing teams' peak performance.

“Powerful Teambuilding Through Coaching and Mentoring”.

Our Speaker, Steve Schumann, director of faculty at Rockhurst University CEC and a certified Franklin Covey professional coach, shared ideas and concepts of coaching and mentoring.



ICSA MEMBER SPOTLIGHT: LeAnne Dolan

Please welcome our new ICSA Executive Board Member, LeAnne Dolan. LeAnne is our chapter program chair for 2008 - 2009.

For more than a decade, LeAnne Dolan has been helping leading organizations around the world understand - and address - their learning, training, and development needs.

Although not a customer service manager in the traditional sense, as a consultant working in the training arena for over 13 years, LeAnne knows a thing or two about excellent customer service. Her clients return to her time and time again because she diligently provides service that is beyond their expectations. From the first customer contact to the final follow-up after her trainer has delivered a thoughtful, targeted seminar, LeAnne is with her customers every step of the way.

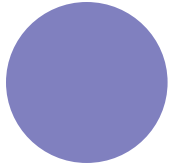
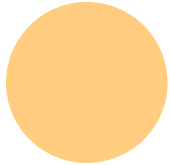
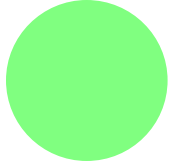
LeAnne is an upbeat, assertive problem-solver who says "challenges are a detour not an end to the road." As the program chair for this year's ICSA - KC Rep of the Year Gala she interviewed nearly a dozen potential entertainers before whittling down the options. When circumstances nearly derailed her plans, LeAnne's quick, creative thinking kept the event on track!

LeAnne had this to say when asked what she believes call center professionals gain by joining the ICSA: "Members have the opportunity to network with community leaders, gain exposure to high level information on topics relating to customer service, based on their interests listed on the survey results and, additionally, support the ICSA by bringing their own unique expertise to the table."





Visit the New
Kansas City ICSA Chapter
Web Page at
ICSA.com

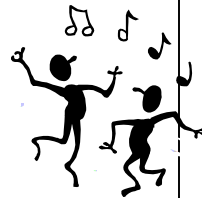


**ICSA . . . by customer
service professionals,
For customer service
professionals**

2008 MEETINGS

- July 22 Grand Street Cafe
11:30-1:00pm Lunch
- Oct 7 Rep Appreciation Night
6:00 - 8:30 pm Dinner

**For reservations
Call 913-236-0726 or
E-mail Julia Nelson
janelson@natsem.com**



Member Spotlight

As you know, we like to
spotlight our Kansas City
Members in the newsletter.

Please send us a picture with
a short bio and we will
feature you in one of our
newsletters!

Please send your information
to: Ashley Braun

ashleyb@topresources.com

Subject line:

ICSA Member Spotlight

About Your Organization...

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