



IEESS COACHING FOR SUCCESS

Peer-to-Peer Learning
Opportunity

Environmental Changes to Boost
Client Success

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PRESENTER

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PURPOSE

- Share simple changes to your office environment, program processes and staff interactions with clients to enhance the coaching environment and help promote goal achievement.
- Learn one or two strategies you want to try in your office.



FOCUS ON FIRST IMPRESSIONS



- Use signage to make office easier to find and more welcoming including removing signs that start with “No” or “Do Not” and contain jargon or abbreviations.
- Make office more inviting by cleaning and repainting, blue, green, and purple are calming; light colors create the feeling of space
- Check the space each day – eliminate clutter
- Rearrange furniture to reduce congestion



CONVEY HIGH EXPECTATIONS



- Hang motivational artwork which includes diverse people
- Consider whether security officer must wear uniforms and if metal detectors are necessary
- Landscape paintings are associated with increased positive affect and comfort, but don't hang too much on wall.



CREATE A SAFE ENVIRONMENT

- Play soft music, use noise machines; train staff to use lower voice.
- Arrange waiting room seating so visitors are facing out and not directly across from one another
- Softer lighting can reduce stress
- Plants promote peace, tranquility, enhances self esteem



FOCUS ON THE CUSTOMER

- Train front counter staff in customer service. Greet each client with a friendly “hello, how may I help you?”
- Add drop boxes and special lines for quick transactions.
- Some clients respond better if seated corner to corner rather than across from staff



DISCUSSION | Q & A

