

Welcome

Wendi Brick, Founder and Principal

The holiday season is upon us! For some of us, this is a happy time of year. For others, it is an especially stressful time of year. And it is always a very busy time of year. Keep yourself well-prepared for what this season brings with these helpful tips.

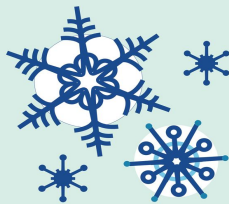
Keep your expectations for the holiday season reasonable. Don't put too much meaning into the idea that everything has to be perfect. Be flexible - not everything has to be perfect to be fun.

Take care of yourself by eating right, getting exercise, and getting enough sleep. These activities will help you feel great and will even help lower your stress level.

Give yourself permission to limit your activities to an enjoyable level. There are many parties, school functions, and Secret Santas at work this time of year. Over committing takes the fun out of the festive season and tasks your time, energy and financial resources.

Make time to see the key people in your life that are always positive and uplifting.

Take care of yourself and you will be better prepared to take care of others, including all the customers who may be having a lot of stress of their own. *Happy Holidays!*



CSA News

**Rescheduled – New Date -
01/14/2011: Book Signing Event**

"The Science of Service: Six Essential Elements for Creating a Culture of Service in the Public Sector"
See www.theCSAedge.com for more information.

**01/07/11: "The Science of Service:
Making The Six Essential Elements Work For You"**
Carlsbad Chamber of Commerce. www.Carlsbad.org

Internal Customer Service During the Holidays

The Society for Human Resources Management surveyed companies to ask what they do to help alleviate employee stress during the holidays. Try some these activities with your team.

- ◆ 51 percent schedule holiday events during normal business hours.
- ◆ 39 percent remind employees of their Employee Assistance Program.
- ◆ 33 percent show special appreciation for employees who work during a holiday.
- ◆ 30 percent provide holiday food.
- ◆ 23 percent give the quarterly or annual bonus early for holiday shopping.
- ◆ 20 percent provide floating days for holidays worked.
- ◆ 14 percent offer reduced hours so employees can run errands.
- ◆ 13 percent allow time for volunteer opportunities during work hours.
- ◆ 8 percent provide extra shifts for people to earn holiday money.

Low or No Cost Ways to Recognize Employees' Work During the Holidays

- ◆ Write something nice about each employee and frame it with their photo.
- ◆ Decorate the office during the holidays to brighten employees' spirits.
- ◆ Verbally acknowledge each employee by thanking them for specific contributions.

Please contact us today to see how **CSA** can help your organization maximize your customers' experience.

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We look forward to hearing from you!