

The Top 10 Wish List of the Internal Customer



MMA

Massachusetts
Municipal
Association

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STEPHEN M. COLEMAN JR., MPA, CFO

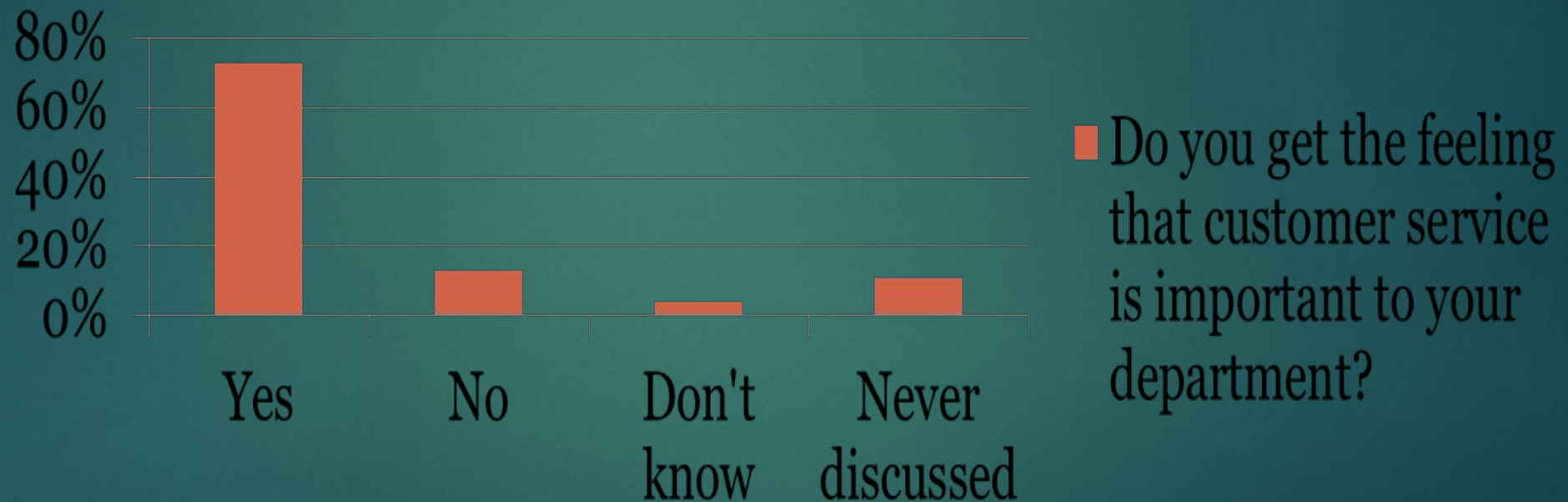
How do we hit the
mark everyday?



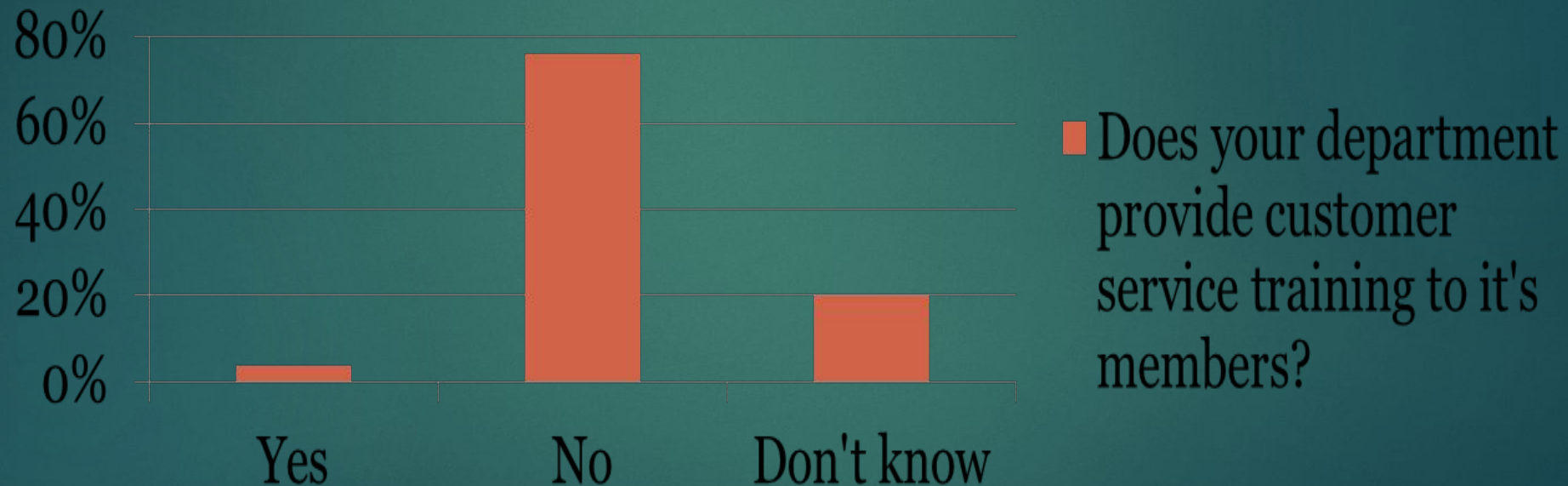
How did this program come to be?

- ▶ Customer engagement survey
- ▶ On-line customer service class
- ▶ Data revealed we have a leadership problem

Do you get the feeling that customer service is important to your department?



Does your department provide customer service training to it's members?



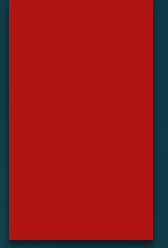
Internal Customers

- ▶ Who are they?
 - ▶ Anyone with a stake in the organization
- ▶ Why is it important for employees to feel valued?
- ▶ Who is responsible for employee moral?
 - ▶ Who is most responsible for the moral of the employees assigned to you?

Know Your Role

- ▶ Unfortunately many supervisors or managers don't recognize their role within the organization when it comes to employee moral.
- ▶ The transition from worker to supervisor is a HUGE step with different responsibilities.

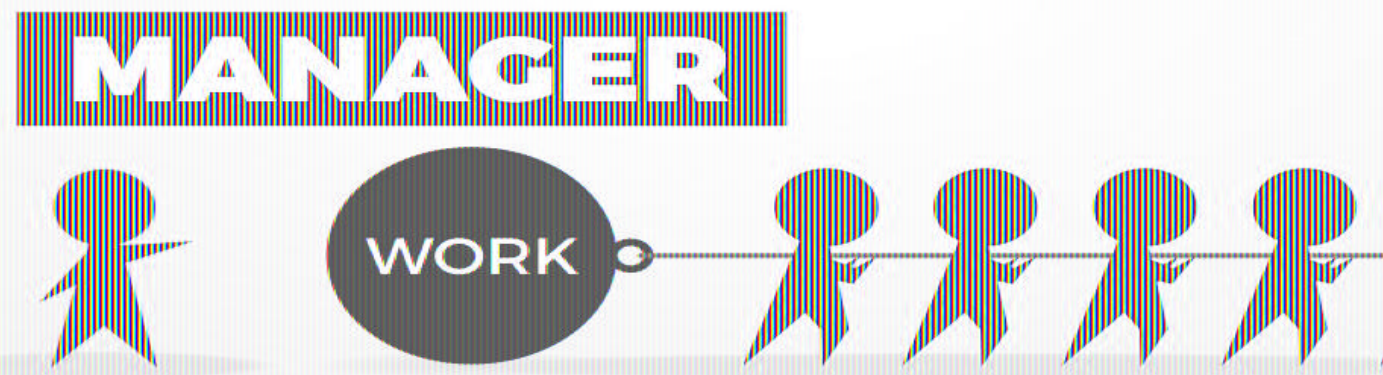
Know Your Role cont.



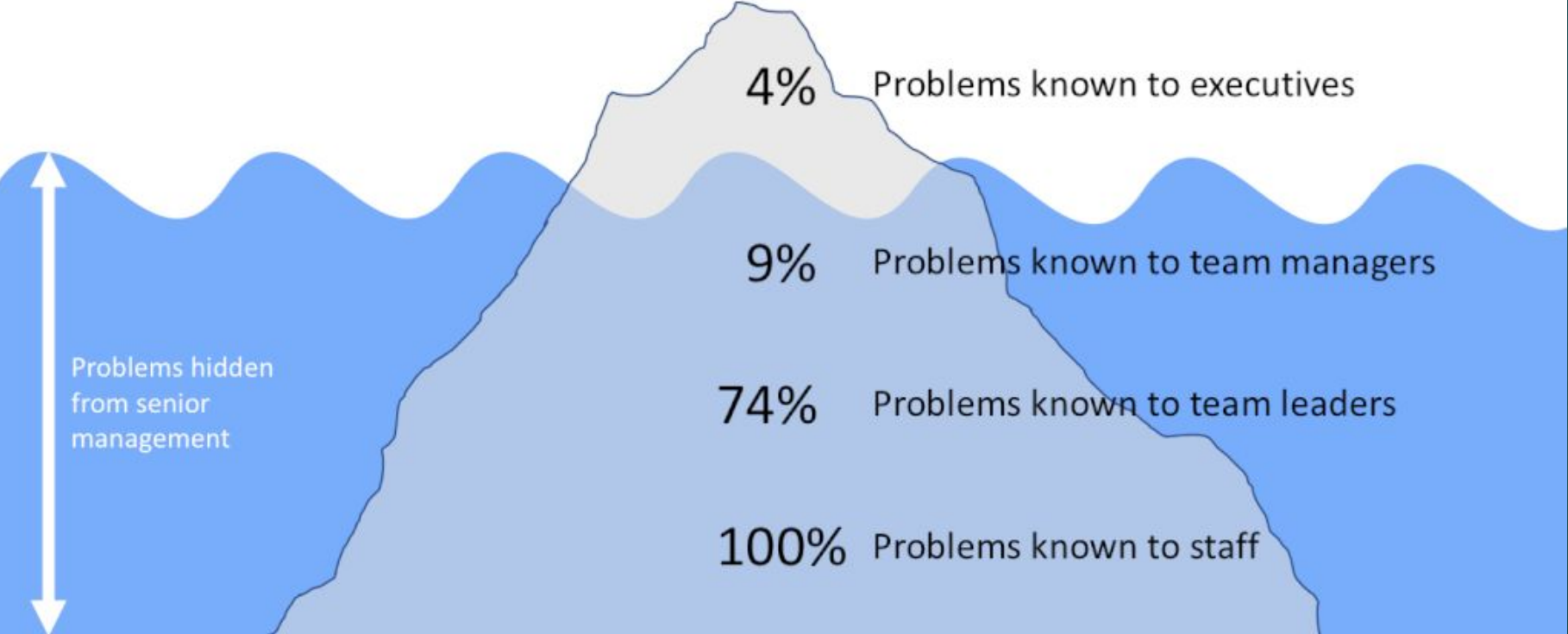
- ▶ Do these responsibilities sound like something to bestow upon someone who feels its “their turn”?

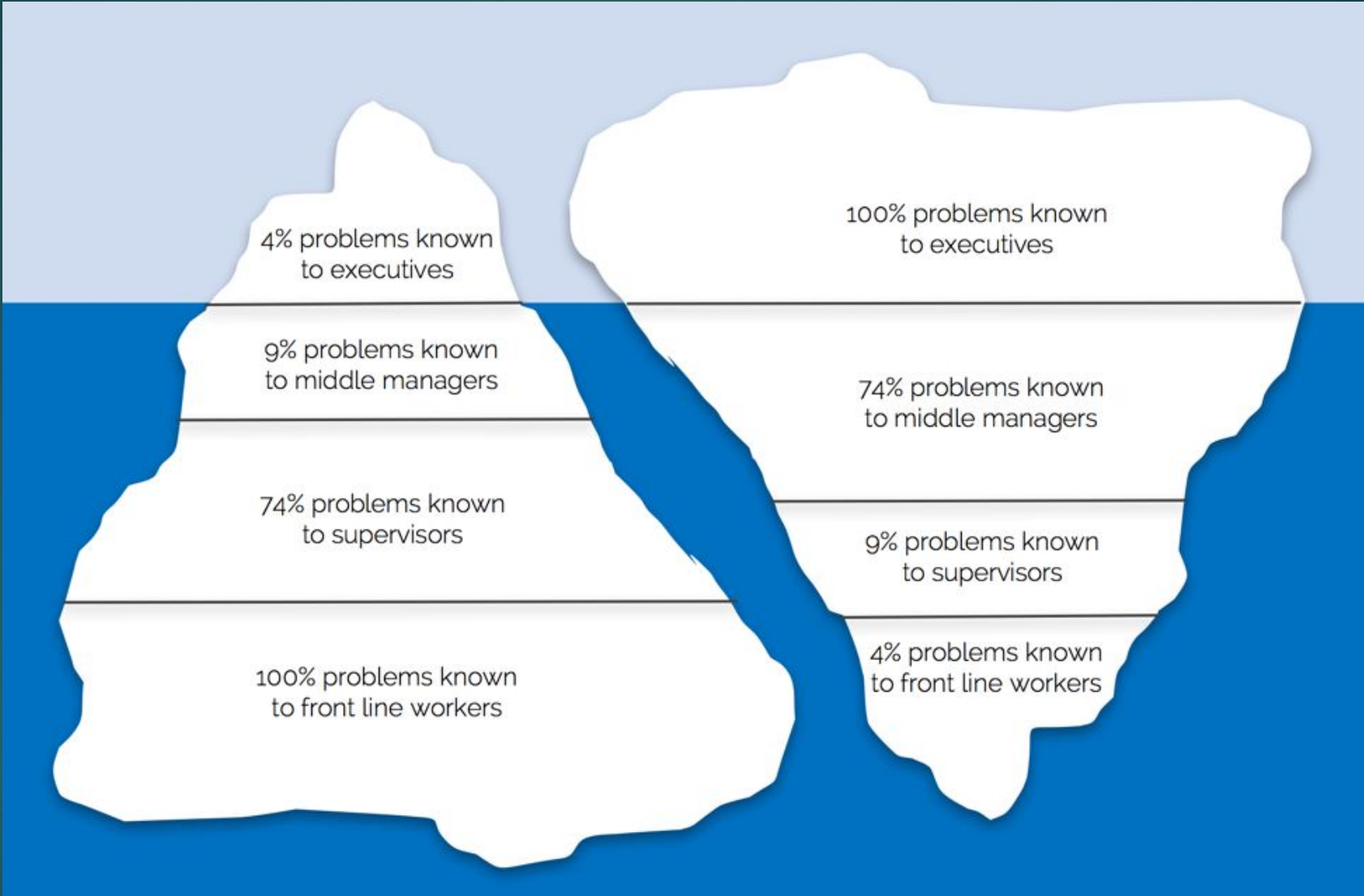
- ▶ Your job is to be a LEADER!





Sidney Yoshida's Iceberg of Ignorance





MBWA

Management By Walking Around





What are the biggest reasons employees don't feel valued by the organization?

Top 10 Wish List

- ▶ 10. Establish a culture where it's ok not to be ok, but not ok to stay that way
- ▶ 9. Provide a healthy and safe work environment
- ▶ 8. Be professional and lead by example
- ▶ 7. Listen to your staff
- ▶ 6. Equal treatment & discipline for all employees
- ▶ 5. Advocate for training and equipment
- ▶ 4. Encourage employees and assist them with their goals
- ▶ 3. Be honest
- ▶ 2. Recognize / encourage initiative & motivation of employees
- ▶ 1. Communicate effectively from the top to the bottom

Relationship to the Competency Model

Department Stewardship

#1. Communicate effectively from the top to the bottom

#6. Equal treatment & discipline for all employees

#8. Be professional and lead by example

Trade Mastery

#9. Provide a healthy and safe work environment

Ethical Leadership

#3. Be honest

Interpersonal Proficiency

#2. Recognize / encourage initiative & motivation of employees

#1. Communicate effectively from the top to the bottom

Political Acumen

#5. Advocate for training and equipment

Lifelong Learning

#4. Encourage employees and assist them with their goals

Communication Ability

#1. Communicate effectively from the top to the bottom

#7. Listen to your staff

Personal Care & Development

#2. Recognize / encourage initiative & motivation of employees

#10. Establish a culture where it's ok not to be ok, but not ok to stay that way

Community Partnering

#1. Communicate effectively from the top to the bottom

#5. Advocate for training and equipment

QUESTIONS?