

Name:

Personal Service Model

Who Helps You

Who helps you with your work?

Helpers might include:

- Coworkers
- Leaders
- Suppliers
- External professionals
- Mentors or professional association colleagues
- Spouse or friend



What You Do

List the most important activities you perform at work.

Which activities are essential to How You Deliver and Roles/Relationships?



Benefits You Offer

How do people benefit from the work you do?

Be specific. Benefits could include:

- Basic need fulfillment (food, clothing, shelter, healthcare, security)
- Emotional satisfaction
- Social need fulfillment
- Increased enjoyment
- Lower cost
- Reduced risk
- Improved performance
- Better convenience or usability
- Improved operations
- Better society



Roles/Relationships

Characterize the role you play or the relationship you have with each client or customer (for example: caregiver, consultant, revenue producer, leader, persuader, etc.).



Who You Help

Describe the people (clients or customers) who benefit from the work you do. Be sure to describe both **external** and **internal** customers. External customers are people **outside** your organization. Internal customers are people **inside** your organization who depend on you to get their own work done



Who You Are

What excites you most about your work? What do you find least exciting about your work?

Describe what you do best at work.

Describe any personal values or beliefs that influence your work.



How They Know You/ How You Deliver

Describe these five service stages:

1. Awareness
How do people find out about the benefits you provide?
2. Evaluation
How do people know you are the right person to do the work?
3. Agreement
How do you agree upon the terms of the service(s) you will provide?
4. Delivery
Describe where/how you deliver service.
5. Follow-up
How do you follow up to make sure clients/customers are satisfied?



In each stage, what portion of activity do you conduct in-person? Remotely?

Costs and Consequences

Everyone devotes time and energy to work. What do you give to your work?

What do you give up in order to do your work? What does work take away from you?

Describe any negative consequences of doing your work.



Compensation and Rewards

Work rewards can be financial (salary, benefits, etc.) or non-financial (social contribution, recognition, sense of belonging, professional development, etc.).

Which financial reward is most important to you?

Which non-financial reward gives you the most satisfaction?

