



Stephanie Jade Wong &lt;stephaniejadewong@gmail.com&gt;

---

**21-7 / Week in Review - Support Driven**

1 message

---

**Scott from Support Driven** <scott@supportdriven.com>  
To: Stephanie <stephaniejadewong@gmail.com>

Fri, Feb 12, 2021 at 1:27 PM

**SD**

**"Your voice has power.  
Give yourself permission  
to use it today"**

**@theshineapp**

from #inspirations-and-quotes

Hey, [NAME]!

Wow, what a week! You know when you come across those tweets that remind you to drop your shoulders, unclench your jaw, and take a deep breath? Well this is your reminder today to do the exact same thing.

So what's new? **#welcome-and-introductions** is a new channel we've created in Slack for new members of our community to introduce themselves and learn to navigate our community. We want to learn how we can make things easier for newcomers to the Support Driven Slack community. If you're interested in answering questions about the community and helping others, consider joining the channel, too.

Ever wondered how to successfully **develop a pitch into an article**? Listen to our latest episode of the Inside Support Driven podcast [here](#).

Speaking of articles, we launched our peer review program a few weeks ago and our first peer reviewed article is out! Nykki Yeager makes **the case for using frameworks in Customer Support** and how it could save us a lot of time and effort. Let us know what you think of frameworks and if you would consider using frameworks in the future in our #leadership channel or by replying to this email.

Special thanks to Aprill Allen and Nick Suave for peer reviewing and to Intercom for supporting the creation of this article.

Also, we're working with Intercom to put together a webinar on **how leaders are adapting to trends in 2021** for February 25th, at 10:00AM PT | 1:00 PM ET | 6:00PM UTC

OK, so **we've all got strong feelings about cover letters, right?** Check out more [here](#). This is a taste of our new weekly blog posts that'll highlight some of your great questions and comments within Slack. Our goal with posting on our blog is so that there's visibility outside of just our Slack community.

Interested in listening to our past **podcast episodes**? Find them on [Apple Podcasts](#). Don't have Apple Podcasts? Don't sweat it. You can [listen to them on our site](#).

I hope you all have a relaxing weekend.

Until next week,

-@StephanieJadeWong



### Featured Community Member

**Craig** is Director of Customer Support at Integrate, and has been a Support Driven member for four years now.

“We ask questions, share expertise, and help each other via the Support Driven Slack community, online and email publications, various community-led initiatives like the Aspire mentoring program, and at events like Support Driven Expo and Support Driven Leadership Summit.”

*To help the community connect on LinkedIn, we're featuring a community member's experience with Support Driven. If you'd like to be featured in future newsletters, add Support Driven to your LinkedIn Profile.*

## Community Conversations

@TomKirby in #chit-chat:

"Team morale is a little low currently with the current lockdown in the UK taking its toll on everyone. We have implemented a lot of great mental health initiatives over the last few months but I also want to get the guys having a bit of fun during their working hours so, outside of the zoom quizzes everyone has done to death, **what are some fun games/activities etc that you have done with your team?**"

@Kristen in #career-development:

"Hi everyone! I'm new here 🙌 I manage a support team of three for a (currently) email-based games and trivia company, so all of our support interactions are over email. **I'm looking for team development opportunities and I'm specifically interested in finding a high quality business writing skills class/workshop for my team (or any other relevant Support classes/workshops).** There's no shortage of business writing courses via Google search, but I'm having a really hard time differentiating quality. Does anyone have any courses/resources/orgs that they recommend for Support development? P.S. I'm still learning the ropes of this community so if there's a better channel for this, please let me know! "

@KimberlyPowell in #chit-chat:

**"Has anyone created an incident response plan (customer facing) for their company that would be willing to chat about that process?"**

@StacyJustino in #diversity-inclusion:

**"I've been looking for organizations to support and follow (and suggest to others to support) that are working to combat Anti-Asian racism** and specifically groups who are working together or are at least aligned with black leaders. So far, I've come across <https://stopaapihate.org/> but wanted to see if there were others any of you were familiar with."<

@petros in #customer-experience:

"CSAT — Sometimes we get a :disappointed: not because of how the Support team handled the conversation. It's because our product doesn't do X, or it does, but not the way our customer wants or expects. **How do you handle this? [...]**"

@Angelar in #leadership:

**"Does anyone have any suggestions for how to help your teams with emotional burnout?"** There was recently a lot of vitriol in our community of users, and I'm working to find ways to provide relief for my agents. We do have a monthly therapy benefit, but looking for additional offerings as well!"

@Faile, the Lady of the Two Rivers, Heir to the Throne of Saldaea in #career-development:

**"How did folks who've moved into leadership positions get over the "management experience" hurdle?"** In other words, how did you move into a management position when many require prior experience (that old catch-22 of you can't get a leadership position until you've had management experience, but you can't get management experience until you've had a leadership position)?"

@anne in #customer-succes:

**"Hey guys. I am looking to implement NPS for my very early stage start-up.** In the past, I have used Delighted and Satismeter (and a few others that were built in solution with my CS tools).

Given we have so few customers, I would like to start with a freemium version that asks users for their NPS within our tool. From my preliminary research, I see Delighted offers a freemium version. Do you all know any other tools that offer freemium until we get more users?"

## What We're Reading

- Old Customer Care Lady Sayings, written by @CamilleAcey
- Making the Case for Frameworks in Customer Support, written by @NykkiYeager
- How to get customers to "see" your SaaS Knowledge Base, written by @SorinAlupoaie.
- Setting vs Meeting Expectations, written by @BenMcCormack.

## Job Opportunities

Feel free to DM the members who posted about these jobs on Slack.

- **Zapier Senior Manager Remote (@lauren)**

- **Wingocard** Customer Service Agent, Remote (@jaclyn)
- **Grindr** Community Advocate, Remote (@Alice)
- **PredictiveIndex** User Support Specialist, Remote (@FranciscoHernandez)
- **Bitwarden** Customer Success Specialist, Remote (@JessicaVelazco)
- **Qwir** Customer Success Manager, Remote (@dpotter)
- **Agorapulse** Customer Support Hero, Remote
- **Slack** Customer Experience Agent Toronto, Canada (@Rob)

See more listings in the #job-board Support Driven Slack channel.

### Pic of the week



From **#x-parenting**: "Most things you can pee in, in a bathroom, will work".

@emilyk: "one of my favorite things about parenting is finding the produce has had a face applied".

### Do you think this newsletter could be helpful to a friend or co-worker?

Forward it via email to them and share a one liner on why you think it could be helpful to them.

13727 SW 152nd St PMB 24001  
Miami  
FL  
33177  
United States of America

[UNSUBSCRIBE](#)

