

- First Live After EY Revisions
 - Renee's Input
 - ED's & AED's

Compassionate Care and Service Recovery ILT Outline

Purpose of training: To ensure all Moorings Park Partners understand the impact of aging on the quality of life for our residents and to help Partners identify ways to consistently deliver service excellence through Compassionate Care and Service Recovery best practices.

Objective:	Key Topics:	Technique/Materials:	Time:	Facilitator:
Confirm understanding of how Moorings Park Values should drive all Partner actions, interactions, and behaviors	<ul style="list-style-type: none"> • Compassionate Care Training kick-off and introductions • Key Learning Objectives • What are values? • Values vs. Beliefs vs. Attitudes • Organizational Values vs. Personal values 	PowerPoint slide, group discussion, and activity	20min	Jonathan Hart + ED/AED
Discovering Empathy and the Human Connection	<ul style="list-style-type: none"> • What is Empathy vs. Sympathy • The Human Connection • Compassionate Care and our Mission Statement 	PowerPoint slide, video, group discussion	10min	TBD
Defining Compassionate Care, Compassionate Service, and Customer Service	<ul style="list-style-type: none"> • Compassionate Service vs. Customer Service • Head vs Heart approach • Reframing our mindset about serving and caring for seniors • Minnie Remembers – poem by Donna Swanson • How seniors handle loss and change 	PowerPoint slide, group discussion and activity	15min	TBD
Health impairments all Partners should be aware of when servicing Residents	<ul style="list-style-type: none"> • Understanding vision impacts from glaucoma, macular degeneration, stroke, cataracts, 	PowerPoint slide, simulation, group discussion, and exercises	15min	TBD

	<ul style="list-style-type: none"> and yellowing of the lens • What it's like to lose your hearing • Behaviors we should be looking for • Impaired manual dexterity challenges 			
To understand what Dementia and Alzheimer is and how Partners should respond	<ul style="list-style-type: none"> • What is dementia? • Causes of dementia • Signs of dementia • What is Alzheimer's disease? • Practicing the Best Friends Approach 	PowerPoint slide, group discussion, and videos	20min	<i>ED/AED</i>
Learning what Service Etiquette means	<ul style="list-style-type: none"> • What is service-minded leadership? • How does that connect to our mission and values as an organization? • How do you define etiquette? 	PowerPoint slide and group discussion	10min	<i>Jonathan Hart + ED/AED</i>
To clarify why first impressions and how Partners should be creating a professional brand	<ul style="list-style-type: none"> • The importance of creating a professional brand • The OZ Pyramid • How experiences create belief systems about performance • First impressions that every partner should consider • Polished behaviors list 	PowerPoint slide, group discussion, and activities	20min	<i>Jonathan Hart</i>
Learn how to handle difficult conversations with Residents	<ul style="list-style-type: none"> • Common questions that are asked of partners from residents • How to handle difficult questions 	PowerPoint slide and group discussion,	10min	<i>ED/AED</i>

Understand the Service Recovery Model L.A.S.S.I.E.	<ul style="list-style-type: none"> • Good Customer Service vs. Good Customer Experiences – how to differentiate • Company brands • Good and bad experiences from service providers • Defining Service Recovery • Embracing service-minded leadership • Introducing the L.A.S.S.I.E. model • Applying L.A.S.S.I.E. 	PowerPoint slide, group discussion, and role-playing exercise	30min	<i>Jonathan Hart + ED/AED</i>
Evaluations: What did I learn?	<ul style="list-style-type: none"> • Service etiquette quiz • Commitments and action items 	Group discussion, assessment, and action planning	10min	<i>Jonathan Hart + ED/AED</i>

Next steps:

- Present outline to EDs and AEDs and collect feedback
- Adjust outline to include recommended changes
- Work with EDs/AEDs to create training schedule for their campus
- Schedule Train-the-Trainer session to review content and identify who will facilitate each section
- Possible Training locations for rollout
 - Chateau – Palm Activity Room
 - Orchid Terrace – Orientation Room
 - Facilities/EVS - Sheffield Theatre
 - G&A, Marketing, Resident Services, Finance, HR, IT – Clubhouse Auditorium
 - MPOC Dining – Clubhouse Auditorium
 - MPGO + Dining – Grande Place Ballroom
 - MPGL + Dining – NPGL Clubhouse