**Dan Lavender Feedback Notes**

1. The first four modules from diamond dining could almost be lifted and tweaked to make it more global and would be perfect for this training:

MODULE 1: Diamond Dining Service Excellence 101

MODULE 2: Serving Seniors: Creating Simply the Best ®

Resident Experience

MODULE 3: Service Basics: Develop Your Own Secret

Recipe for Success

MODULE 4: Review of Day 1

2. I thought we had abandoned the standards of behavior which are referenced here.  I loved them.  They were created by a group of front-line workers and not by management although we (maybe just me) ultimately tweaked and approved them.  I know we have abandoned the “Live” program and renamed it.

Therefore, the concepts and format here are exactly what we should be trying to achieve just not specifically for dining but global and some of the references need double checked/updated.

3. The 20-10-5 rule is simple enough and remind me a lot of the RC Steps of Service.  It is very simple and effective.  It is a greeting, very critical.  I wish it had one simpler element for the global partner ~ how did your interaction (delight, wow, make better) the customers day.  I really like the 20-10-5 rule.

Simple, effective, memorable, able to motivate desired behavior.  Brainstorming here: 20-10-5 Win!  20-10-5 Wow!....  You get the idea….  Some way to incorporate the RC thing about great greeting, leave them wanting more and better for the interaction.  Again, not mandate, just idea.

**When the resident/guest is:**

**20** Feet Away: Make eye contact.

**10** Feet Away: Smile

**5** Feet Away: Give a warm "Hello"

4, On working title ~ Here is our mission statement:

**To provide simply the best facilities and services for successful aging with professional and compassionate care to each person we serve.**

This mission statement has been tweaked a few times in my 15 years but predates me.  The old programs ~ “compassionate care training” are a direct lift from the wording of the mission statement.  Even those old titles missed professional…..  “Care” still seems very important when I talk to our existing residents.  Care is not a concept favored by our existing execs (and perhaps our incoming customer).  They feel new residents do not want “care” they want empowered.  Not 100% convinced.  Committee (and you) are empowered to title this Compassionate Service.  Ask committee for input ~ should the mission statement be changed ~ professional and compassionate service.  That change would need to go through the board….  Name the training what the committee thinks best conveys what we are trying to accomplish.  Will handle the bigger mission question later….  Therefore, compassionate service is fine.  If we survey front line partners why not pick three potential names and let the results of the front-line survey provide input?  Still, the committee (or you) just need to pick one and go….  I will not have any negative if Compassionate Service is the title, don’t let me make things harder than they need to be…..

5. Additional Take-Away’s from Conversation with Sue:

* Maybe we should be surveying front-line workers with an amended survey just for them?
* Expand the sense of compassion-in-action: Be able to anticipate and be sensitive to others- know your resident and know your partners type of thinking

What to partner-partner interactions look like? What do partner-resident interactions look like?

* Perhaps the best indication of effective training is a walk-about to ask “How do you deliver compassionate service? What does our mission statement mean to you? Can you share a story of seeing our mission lived out here?
* Make the concepts simple – so they can be universally applied. Stay to the core topics of our values (mission), what they mean, how to live or apply them; how to hold each other accountable. Use a simpler acronym than “PREMIERE.”
* Training format: A 4-hour annual training is best-with with an expedited online training (and quiz) for people hired in-between the training, to include as a short introduction to orientation, to be formatted into job aids for huddle or to hand out.
* Training population - include employees across all functional areas and in every job role, include any partner organization who are on campus (Unidine, IT, Salon, NCH, (maybe fast-track for MDs’) etc.

7. **Additional Dan Notes (from email post-interview)**

*Please see three documents:*

  1.  Mission, Vision, Values cards for 2010 (pages 1 & 2) and the most recent version (pages 3 & 4)  
  2.  The document that explains PREMIER  
  3.  The Compassionate Care outline that I was provided about 3 months ago.  
(Note from Dan: None of these are to be copied, repeated, etc.  They are just for context).   
Simple big themes:

  1.  Common love/definition for the mission and how they are meaningful to my job  
  2.  Definitions of our values and how I can live them out  
  3.  MP Steps of Service (copied from Ritz Carlton and perhaps enhanced/customized for us), consistent with Diamond Dining  
  
Really like surveys to front line partners to incorporate in executing 1-2-3 above.