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| **TOPICS LIST Topics We Should Emphasize/Leadership Team** |
| 1. **Hospitality**  * Excellent hospitability in all areas * Service recovery * How to turn a negative experience into a positive experience * The difference between service and hospitality * How to make residents feel special * Timely responsiveness to residents and partners * High-end hospitality training * Hospitality toward partners, residents, and their families * Hospitality mindset vs. healthcare mindset * Define exceptional service * 20-10-5 rule * Hospitality mindset * Become aware that Moorings Park is a prestigious place to work |
| 1. **Shared Behaviors and Common Language**  * Define our mission and values * Define Compassionate Care and/or service * Listening skills * How to hold each other accountable * Going above and beyond * Innovative thinking (how to do things more efficiently) (new, out of the box, best practices) * Trust, conversation, life stories, genuine caring * Fellow partners prompt response to requests (email, etc) * Person-centered approach to residents * Protection of dignity for cognitive deficit residents * Polite, can-do attitude; going above and beyond * Service that brings joy to the residents * Smile, greeting residents * Compassion * Spirit to serve * Living our mission and values * Life story from Compassionate Care * Your impact on partners and residents * Make residents feel important * Be willing to be held accountable * Sense of pride and ownership * Our mission: To provide simply the best facilities and services for successful aging with professional and compassionate care to each person we serve * Success will be all 900+ employees owning a similar set of behaviors and language |
| 1. **Cross Generational Understanding**  * Understanding the aging process * Developing empathy for seniors * Experiencing what it feels like to have reduced mobility or vision * Compassionate service * Understand Best Friends approach |