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| **TOPICS LISTTopics 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

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| 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
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| 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
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