**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.

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| **Objective:** | **Key Topics:** | **Technique/Materials:** | **Time:** | **Facilitator:** |
| Confirm understanding of how Moorings Park Values should drive all Partner actions, interactions, and behaviors | * 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 | 30min | *Jonathan Hart + ED/AED* |
| Discovering Empathy and the Human Connection | * 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 | * 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 | * Understanding vison impacts from glaucoma, macular degeneration, stroke, cataracts, and yellowing of the lens * What it’s like to lose your hearing * Behaviors we should be looking for * Impaired manual dexterity challenges | PowerPoint slide, simulation, group discussion, and exercises | 15min | *TBD* |
| To understand what Dementia and Alzheimer is and how Partners should respond | * 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 | *ED/AED* |
| Learning what Service Etiquette means | * 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 | 30min | *Jonathan Hart + ED/AED* |
| To clarify why first impressions and how Partners should be creating a professional brand | * 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 | *Jonathan Hart* |
| Learn how to handle difficult conversations with Residents | * Common questions that are asked of partners from residents * How to handle difficult questions | PowerPoint slide and group discussion, | 10min | *ED/AED* |
| Understand the Service Recovery Model L.A.S.S.I.E. | * 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 | *Jonathan Hart + ED/AED* |
| Evaluations: What did I learn? | * Service etiquette quiz * Commitments and action items | Group discussion, assessment, and action planning | 5min | *Jonathan Hart + ED/AED* |

**TOTAL 180min**

**Next steps:**

* Adjust training 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