



# PARTNER Huddle Series

THIS WEEK'S  
Huddle Topic

## Create a LASSIE Story!

### Activity



**PREPARATION TIPS**  
Read through the Huddle  
before facilitating.

1. **Say:** "We are ending our LASSIE series with a fun activity. As you may recall, LASSIE stands for **L**isten, **A**pologize, **O**ffer **S**olutions, **D**etermine **S**olutions, **I**nitiate **E**nsure Satisfaction."
2. **Say:** "Today, you will have an opportunity to complete a LASSIE story. Please get into three groups and prepare to compete! Who can create the best WOW?"
3. **Say:** "You will have five minutes to prepare a short story using the LASSIE steps. Team 1 – You are faced with an angry resident whose car was dented in the parking lot. Team 2 – Your co-worker, a partner named Ellie, was confronted by a resident whose home you just cleaned. The resident told Ellie that dirty paper towels and rags were left in her home. Team 3 - A resident's family is visiting and complain to you that they feel the resident needs more activities and attention. Get started teams - once I call time, prepare to share your story, which must be under two minutes. Go!" (Note-allow five minutes and coach teams who may need it).
4. **Say:** "Time's up! Who wants to go first?" (Note-clap for or encourage others to cheer and congratulate each team at the end of their presentation).
5. **Ask:** "Who will remember to use LASSIE when you face your next problem?"

### Huddle Content

This is our final Huddle focusing on LASSIE. We hope that you remember to use the LASSIE steps when you are under pressure to solve an important problem for a resident or partner.

### Culture Connection

One of our important Moorings Park Values is that *I see our diversity as a strength and build strong relationships with partners, the residents I serve and their families*. Each partner and resident are unique and experiences problems differently. How does LASSIE help you even when partners and residents have such unique needs?

### Announcements

### Quote

"Obstacles are those frightful things you see when you take your eyes off your goal." – Henry Ford.

### WOW Moment

Who has a Large WOW moment to share from last week's Large WOW Challenge?  
**Reminder-**Wow's come in small, medium, and large sizes!



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Partner Huddle Resource Page to get  
more information and resources on  
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