PARTNER Huddle Series

THIS WEEK'S Huddle Topic

Learn the Difference Between the Moorings Park Compassionate Care Service and Customer Service

Activity

1. **Say:** "In the last Huddle we talked about Compassionate Care and being a best friend to everyone here at Moorings Park. Today we are talking about the difference of compassionate care and customer service."
2. **Say:** "This activity is called 'Best Friends.' Please choose a partner. If we have an odd number of people please create one group of 3. I will call out a series of relationship roles to play. Please stand about 15 feet apart from one another. Decide now which partner will play the role of a "greeter" and which partner will play out the role of "the friend." Each interaction is approximately 15 seconds in duration."
3. **Say:** "Before you begin, use the Compassionate Care behaviors: Friendship: respect, empathy, support, trust, and humor."
4. **Say:** "Get ready! Greeters! Greet your friend AS IF:
   - You are best friends or long-lost friends.
   - You are meeting your favorite actor or actress.
   - You are jumping in to help your friend who has just tripped.
   - You are noticing that your friend seems upset.
   - You had an argument with your best friend and suddenly bump into each other."
5. **Ask:** "Did you use friendship, respect, empathy, support, trust, and humor in your greetings? This is what we call Compassionate Care. Let's compare it to what we call customer service."

PREPARATION TIPS
Read through the Huddle before facilitating.

Huddle Content

Our Compassionate Care Services are not like a customer service transaction such as going through a drive-through restaurant for dinner. Compassionate Care is about using empathy to form friendships, respect, empathy, support, trust, and humor. It's about being yourself and helping others feel like your best friend.

Culture Connection

The Moorings Park Mission is to provide *Simply the Best*® facilities and services for successful aging with professional and compassionate care to each person we serve. What is the main difference between using Compassionate Care instead of customer service?

Announcements

Quote

"A true friend accepts who you are, but also helps you become who you should be."
-Unknown

WOW Moment

Who has a WOW moment to share? Reminder-Wow's come in small, medium, and large sizes!

This QR code will take you to the Partner Huddle Resource Page to get more information and resources on this Huddle and all additional Huddles.

MOORINGS PARK®