



PARTNER Huddle Series

THIS WEEK'S
Huddle Topic

Our Compassionate Care Standards of Service:
Learn about WOW and LASSIE

Activity



PREPARATION TIPS
Read through the Huddle
before facilitating.



**VIDEO COMPETITION
OPPORTUNITY**

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1. **Say:** "By definition, a service standard is the code of expected behavior among members of a particular profession. We have 3 Compassionate Care Service Standards: Our best friends approach, delivering WOW experiences to everyone in the Moorings Park Family and solving problems using LASSIE. As a partner, you are asked and empowered to deliver both."
2. **Say:** "Let's try a small WOW now. How many of you remember the 20-10-5 rule? When you are 20 feet away from a resident, family member, partner, or vendor, make eye contact. At 10 feet, smile, at 5 feet give a warm 'hello'."
3. **Say:** "Let's practice this. I will stand here and pretend to be a resident. Practice being the great partner that you are, and start 20 feet away from me, and walk toward me. Make eye contact at 20 feet, smile at 10 feet, give a warm 'hello' at 5 feet. Let's have everyone have a turn to practice the 20-10-5 rule!" (Ask several people to go at the same time).
4. **Say:** "The 20-10-5 rule is a simple way to create a WOW moment. In a few Huddles, we will be discussing LASSIE. LASSIE is our way of handling mistakes or problems. It stands for Listen-Apologize-Offer Solutions, Determine Solutions, Initiate Action, and Ensure Satisfaction."
5. **Ask:** "How are polite behaviors like WOW and LASSIE so important here?"

Huddle Content

Ritz-Carlton asks their partners to have their *antenna up, radar on.*" What does that mean when you think about caring for residents and partners?"

- ✓ One good answer is, *I am so tuned in to the partners and residents that I can correctly predict their spoken or unspoken needs.*"
- ✓ A Wow Experience is the result of a partner who correctly anticipates or predicts a resident's or partner's need and delivers solutions in a surprising and satisfying way.

-WOW's come in all sizes. From small WOW's like opening a door to medium WOW's like the 20-10-5 rule, to large WOW's, like surprising a resident with a birthday treat.

Culture Connection

One of our Moorings Park Values is *I see our diversity as a strength and build strong relationships with partners, the residents I serve and their families.* How does this value relate WOW's and LASSIE?

Announcements

Quote

"When people talk, listen completely. Most people never listen." - Ernest Hemingway

WOW Moment

Who has a WOW moment to share? **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
this Huddle and all additional Huddles.

