

WEEK OF  
11.19.2023

# PARTNER Huddle Series

THIS WEEK'S  
Huddle Topic

Learn All About our Moorings Park Strategies

## Activity



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

1. **Say:** "Today we will be talking about the second Moorings Park Strategy, 'Commit to a culture of empathy, warmth, passion, respect, and commitment to service excellence for all residents and partners.'"
2. **Say:** "Let us break that down! *A culture of empathy, warmth, passion, respect, and commitment to service excellence for residents and partners.*"
3. **Ask:** "This strategy combines **how to interact** (use empathy, warmth, passion, and respect) with **what to focus on** (service excellence). What does the **way we interact** have to do with **service excellence** for residents and partners?" (Answers could be that the better we collaborate the stronger the outcome, when we treat each other well, we can focus on goals instead of problems, etc.).
4. **Ask:** "Imagine the best team experience you have ever had. How did you treat each other? What were you focused on achieving? (Be ready to share your own experiences)."
5. **Say:** "If we want to be committed to service excellence for all residents and partners, we can do that by using empathy, warmth, passion, and most of all respect. To improve that on your team here, think about the value of these behaviors and how you can personally demonstrate these every day."

## Huddle Content

- ☑ Our Moorings Park Strategies help ensure our success: Our second strategy is to 'Commit to a culture of empathy, warmth, passion, respect, and commitment to service excellence for all residents and partners.'
- ☑ You can contribute to this strategy by using these behaviors and focusing on service excellence.

## Culture Connection

- The Moorings Park Strategies help ensure our growth and success. These strategies include:
1. Inspire innovation and drive growth that enhances value and improves the aging experience.
  2. **Commit to a culture of empathy, warmth, passion, respect, and commitment to service excellence for all residents and partners.**
  3. Provide comprehensive, world class life care communities of unparalleled, innovative programs and services for successful aging.
  4. Support the lives of our partners to enhance the service to our residents.

## Announcements

## Quote

"Everyone can be great, because everyone can serve." - *Martin Luther King, Jr.*

## WOW Moment

Who has a WOW moment to share about a time when you or someone here used this strategy?



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.

