

## **SENSE PEOPLE'S NEEDS BEFORE THEY ASK**

**S** Smile, make eye contact and greet everyone in a friendly manner  
Introduce yourself before waiting on a customer  
Learn and use the customer's preferred name  
Be responsive and sensitive to people who are waiting  
Observe and respond to signs of discomfort  
Answer phones cheerfully and identify yourself and name of department  
Escort guests, rather than pointing the way, whenever possible

## **HELP EACH OTHER OUT**

**H** Take responsibility for solutions to problems  
Recognize how your work affects others in the process  
Compliment and thank co-workers who help you out  
Be an ambassador for St. Mary-Corwin (recommend our services)  
Speak positively about other people and departments  
Lend a hand when someone needs help  
Protect our property, pick up clutter and keep the facility neat and clean

## **ACKNOWLEDGE PEOPLE'S FEELINGS**

**A** Seek first to understand before seeking to be understood  
Apologize for delays, waits, inconvenience or mistakes  
Listen without interrupting when someone is upset  
Make empathetic statements showing understanding and caring  
Treat customers as though they were a loved one

## **RESPECT THE DIGNITY AND PRIVACY OF OTHERS**

**R** Show concern for privacy and confidentiality  
Keep a quiet, restful, peaceful atmosphere, especially at night  
Knock before entering a patient's room  
Address people by the name they prefer  
Dress professionally and wear a nametag  
Be constructive in criticism, attacking problems, not people

## **EXPLAIN WHAT IS HAPPENING**

**E** Explain procedures and encourage questions  
Give reasons for delays and return often to people who are waiting  
Have important information repeated back to check for understanding