

Mega Conference

Leadership & Customer Service

What can Healthcare Learn from Hospitality?

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Wisconsin Dells

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Managers must:

- ▶ Select good people
- ▶ Define clear expectations
- ▶ Provide recognition
- ▶ Care


Marcus Buckingham, Author of The One Thing You Need to Know About Great Managing, Great Leading, and Sustained Individual Success



More from “The One Thing...”

- ▶ “Fake caring is worse than no caring”
- ▶ “If you don’t care about people, get out of management”
 - Marcus Buckingham, Author of *The One Thing You Need to Know About Great Managing, Great Leading, and Sustained Individual Success*

Things that matter in Health Care:

- ▶ **Feeling better** leaving than when they arrived
 - ▶ **Timeliness**
 - ▶ **Flawless** results
 - ▶ **Making it right**—fixing it when it's not flawless
 - ▶ **Fixing without a bunch of bureaucracy**
 - ▶ **Trusting** relationships
 - ▶ **An emotional connection**
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Culverisms we can learn from:

1. “Touching Tables” *HOW HAVE YOU SHOWN EMPLOYEES THEY COME FIRST IN THE PAST WEEK?*
2. “Make your Workplace Fun” *WHAT HAS BEEN FUN IN YOUR DEPARTMENT THE PAST WEEK?*
3. “Find the Magic in Your Passion” *HOW HAVE YOU SHOWN YOUR PASSION IN THE PAST WEEK?*
4. “Get Rid of the Drains” *DO YOU HAVE DRAINERS YOU NEED TO ADDRESS & CORRECT OR MOVE ON?*

Be a proud ambassador



“People say motivation doesn’t last. Well, neither does bathing...that’s why we recommend it daily”

▶ Zig Zigler

