

|                                                       |                                  |                       |                                                     |                                      |
|-------------------------------------------------------|----------------------------------|-----------------------|-----------------------------------------------------|--------------------------------------|
| <b>B</b>                                              | <b>I</b>                         | <b>N</b>              | <b>G</b>                                            | <b>O</b>                             |
| Use the phrase "for your safety"                      | Acknowledge 5 people             | Explain duration      | Speak respectfully and calmly                       | Manage up a coworker                 |
| Ask is there anything else I can I can help you with? | Use of problem solving           | Manage up yourself    | Agenda provided                                     | Open Communication                   |
| Use eye contact while talking                         | Use the phrase "our priority is" | <b>FREE</b>           | Ask What will make today a great day for you?       | Find a new way to manage yourself up |
| Introduce yourself                                    | Thank you for coming             | Manage up Philhaven   | Explain the routine for the day                     | Manage up a different department     |
| Explain that they will get great care today           | Ask do you have any questions?   | Meeting began on time | Use the phrase "quality of care is a high priority" | Display of professional appearance   |

|                                     |                                                     |                                  |                                                       |                                             |
|-------------------------------------|-----------------------------------------------------|----------------------------------|-------------------------------------------------------|---------------------------------------------|
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| Explain duration                    | Use the phrase "quality of care is a high priority" | Manage up a coworker             | Ask do you have any questions?                        | Open Communication                          |
| Introduce yourself                  | Ask What will make today a great day for you?       | <b>FREE</b>                      | Find a new way to manage yourself up                  | Acknowledge 5 people                        |
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