



Expectations for the **Way** We Behave Toward Our Customers **and** Contribute to Our Team

I will demonstrate that I am focused on the quality of my customers' experience through the following behaviors:

- » I will **ACKNOWLEDGE** my customer with a warm smile, friendly greeting and eye contact.
- » I will **INTRODUCE** myself to my customer, sharing my role in their care and using the customer's name in interactions.
- » I will make a **PERSONAL CONNECTION** with my customer by treating them as I would want my family treated and remembering the "little things" about them so they will feel special.
- » I will **COMMUNICATE** respectfully by listening attentively and displaying open, positive body language or tone of voice.
- » I will **EXPLAIN** the tasks I am completing by "narrating my care", using terms my customer can understand.
- » I will inform my customer of the **DURATION** of their experience and keep them up-to-date on any delays.
- » I will **THANK** my customer for the opportunity to care for them and for choosing SOMC, and I will always end my interaction with asking if the customer needs other assistance.
- » I will **TAKE OWNERSHIP** for issues or problems, apologize to my customer, and follow-through with finding a solution to the problem.
- » I will be **PROFESSIONAL** while representing SOMC through my neat, clean appearance and cleanliness of my work area.
- » I will ensure my customers feel **SAFE** by maintaining their **CONFIDENCE** through consistently delivering the service behaviors described above.

I will contribute to our team as a Respectful Team Player through the following behaviors:

- » I will always **COMPLY** with the **SOMC'S CODE OF CONDUCT** and **ANGER-FREE WORKPLACE**.
- » I will show up for work **ON TIME**, ready to work displaying **POSITIVE** behavior to everyone I come in contact with.
- » I will perform the functions and processes of my job with **COMPETENCE** and **CONSISTENCY**.
- » I will try to find **A BETTER WAY** in my work every day.
- » I will **OFFER TO HELP** my co-workers when they need it and I will **ASK** for help when I do.
- » I will **NOT PARTICIPATE** in **WORKPLACE DRAMA** or **GOSSIP**; I will remember that emotional arousal is infectious, and venting does not help resolve issues.
- » I will talk **TO** my team members, not **ABOUT** them.
- » I will **ACCEPT** that while we are striving for perfection, things will never be **PERFECT**; I will effectively deal with the ups and downs of the healthcare environment.
- » I will demonstrate **PROFESSIONAL CONDUCT** while "on stage" (and at work we are *always* on stage).
- » I will take **FULL RESPONSIBILITY** for my feelings and behaviors instead of blaming others.
- » I will be **TRANSPARENT** and **RESPECTFUL** in raising workplace concerns.
- » I will neither expect nor promise **CONFIDENTIALITY** with matters impacting SOMC or the team.
- » I will **ACCEPT** my co-workers for who they are and **FOCUS ON** the **STRENGTHS** that they contribute to the team.