

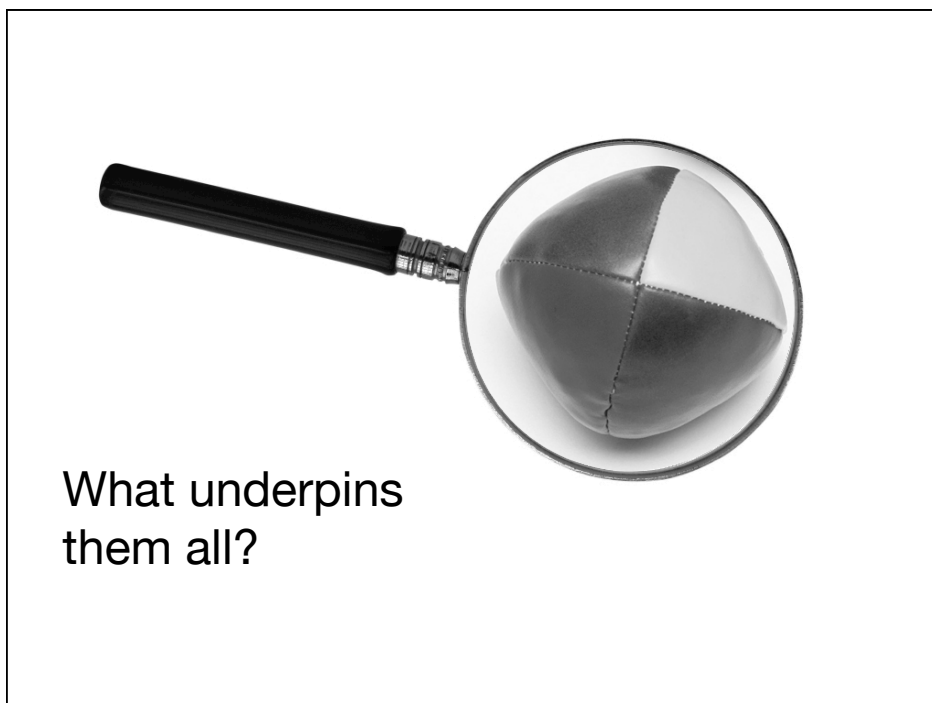
Resident Delight:

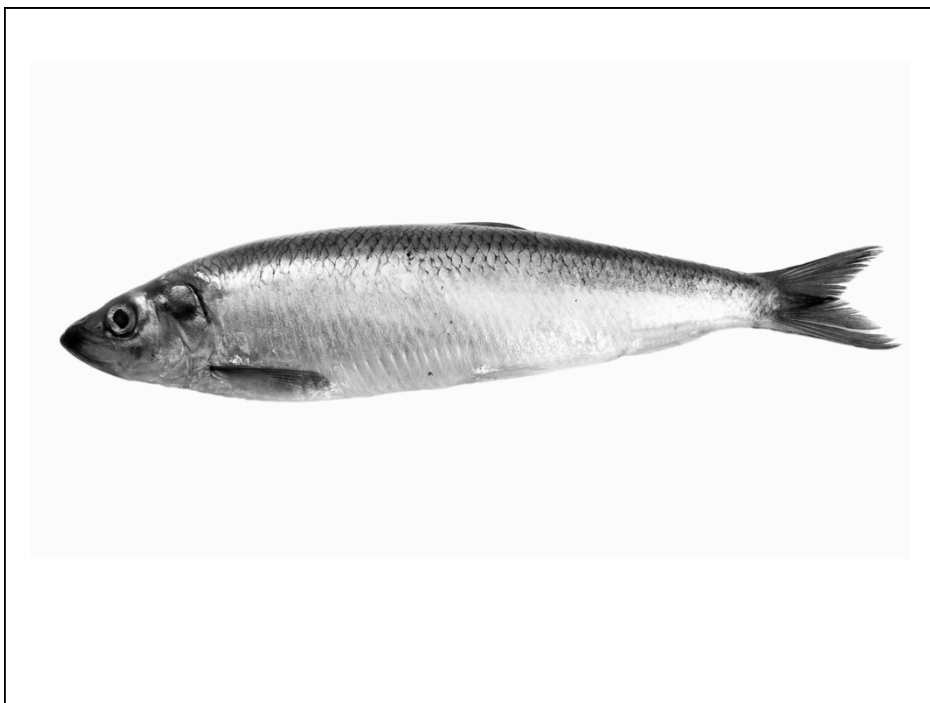
Why It's Your Most Important Outcome*



*and why there's a fish on the cover of this handout.

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Miriam Webster vs the Brubaker Dictionary

sat-is-fac-tion:

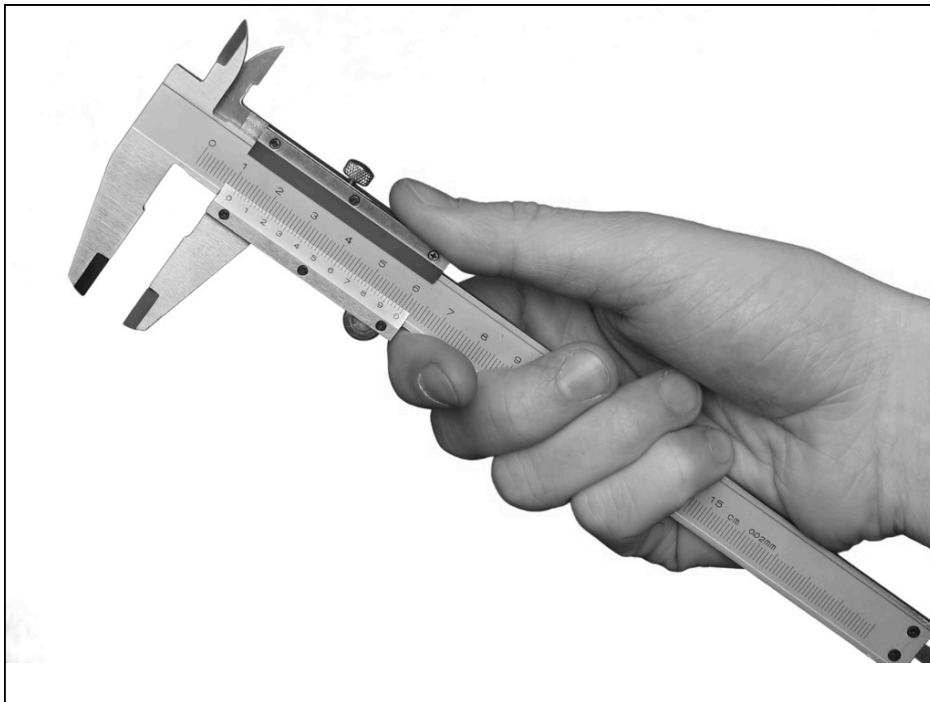
- (a) is not a _____ advantage
- (b) is not what _____
- (c) is at best a ' _ ' grade
- (d) is not something that makes staff _____
- (e) doesn't help you achieve your other _____

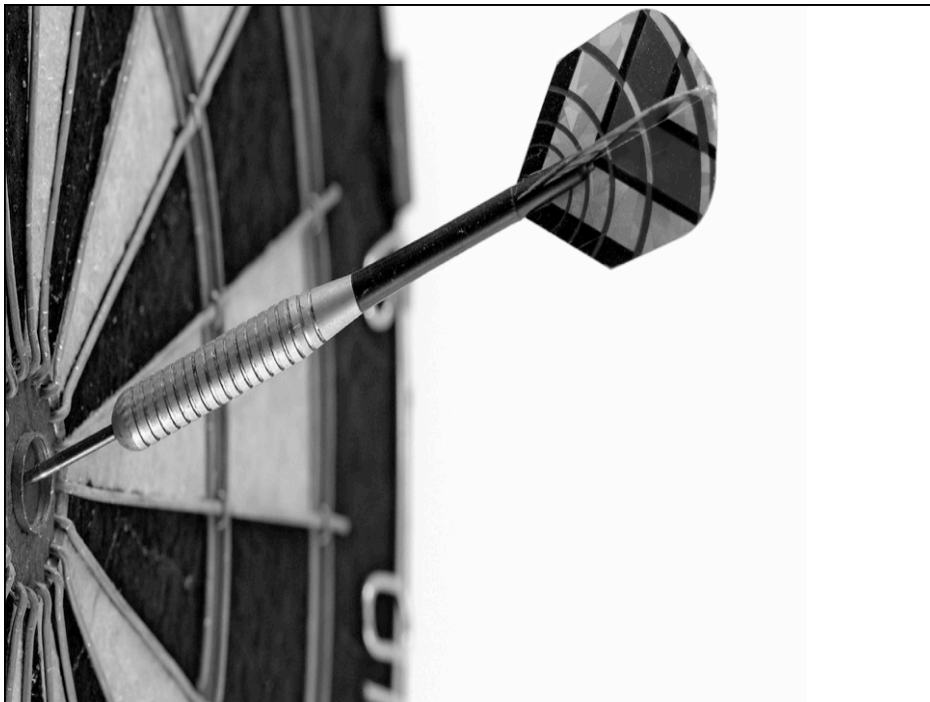
Delight is BEHAVIOR Based

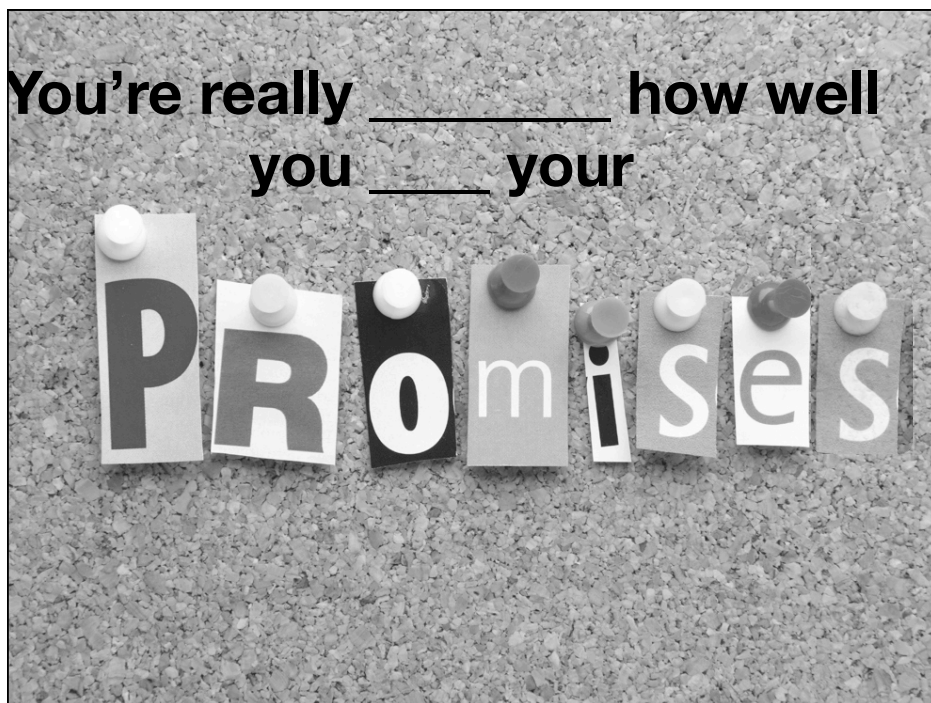
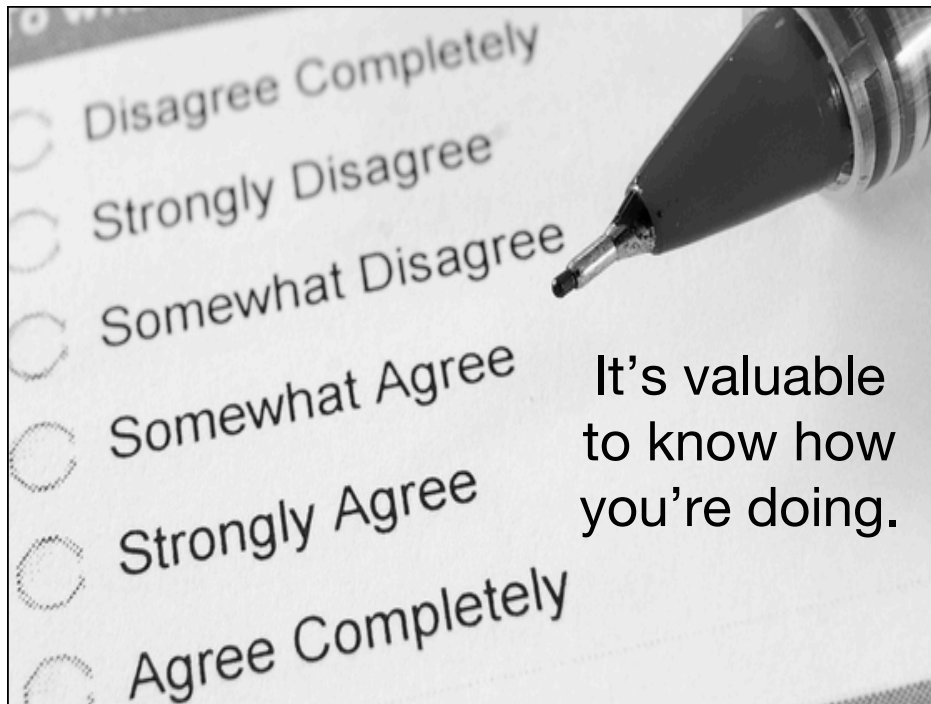
- The road to Hades is paved with good _____.
- Delight is based upon someone _____:
a _____ tied to an _____.

People Want to Be Delighted

- Two minutes – Identify 1 business you spend your OWN money at that consistently DELIGHTS you
 - And what it is they do that is unique







The Two Types You Make

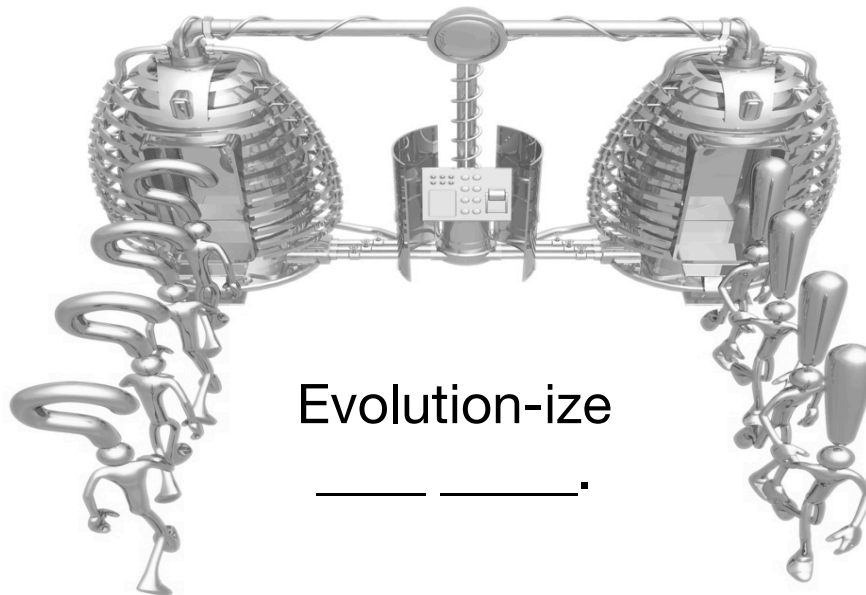
- _____/explicit promises
- _____/implicit promises
 - the _____ ones to deliver upon

Promises, Promises

- Objective/explicit promises
 - _____
- Subjective/implicit promises
 - _____ treatment, _____ staff

With a Couple Other Folks, Identify
2 More of Each Type of Promise

- Objective/explicit promises
- Subjective/implicit promises



Make _____ making simpler.



Don't Get In Your Staff's Way of Solving Problems

- The FIRST time they check with you about something, ask them,
 - “ _____?”
 - Confirm that they're right or correct.
 - Before he or she walks away, say,

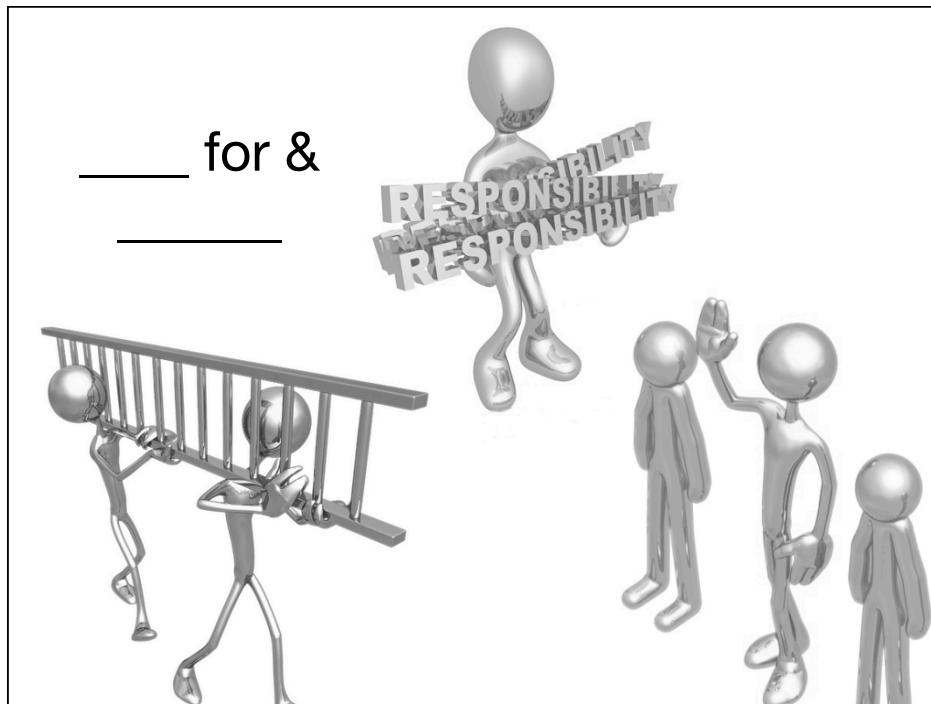
“If this happens again, just take care of it in that way. You don't need to check with me about it.”

Coach for performance.



Another Teaching Moment.





Additional _____ with this focus.



One other
benefit.



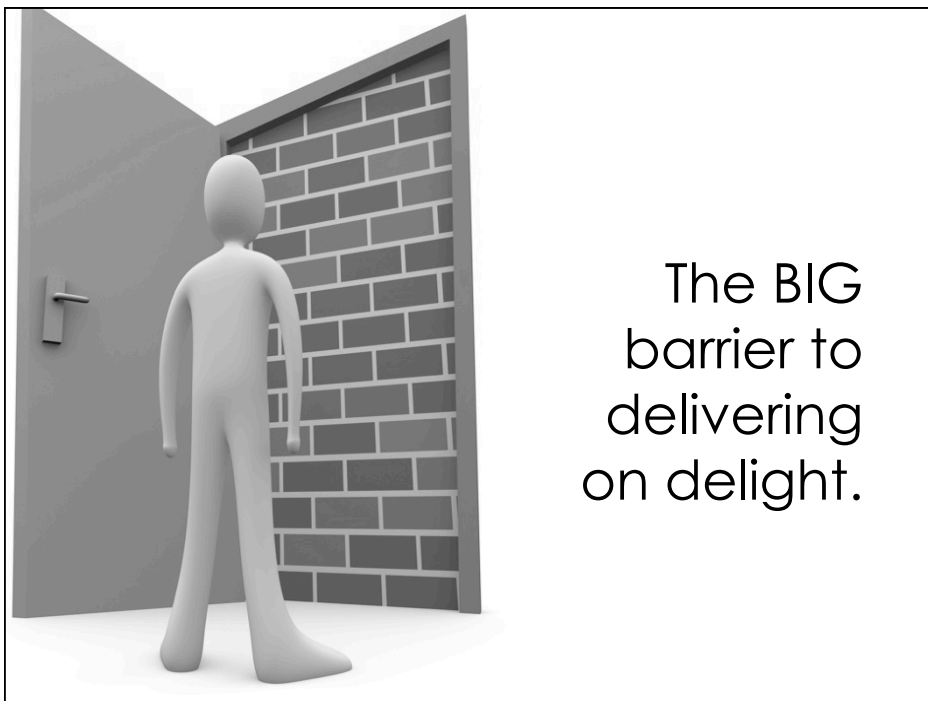


Want to Make Your Admission Team's WHOLE DAY?

- Start looking for _____ they can use in marketing your center
 - Ones where people were clearly _____

So What Are the Obstacles?

- Delight is an _____.
- Delight is _____
 - food, dining, bathing, grooming, activities, medications



Pop Quiz 2:
Why Will a Resident Get So Mad Over the
Wrong Flavor of Jello?

_____ Impacts a Resident's
Perception of Service.

- Despite how hard your organization works to help seniors compensate, aging is about 3 kinds of losses.
 - _____
 - _____
 - _____



You Incorporate Delight into QA

- Identifying _____ and reporting them
 - The scariest words are *“That happened again?”*
- Go for the ____ ____ of problems, not just the ‘quick fix’
 - It saves you time in the long run.

Know my _____.



_____ them earlier.

