

May 1, 2015


**STAMFORD**  
HEALTHCARE SYSTEM

### Customer Service Tips:

- Smile when you're on the phone as well as in person. The smile in your voice will come through.
- Stay upbeat with customers so every interaction with you is a pleasant one.
- Make your customers feel important and appreciated.
- Give customers your undivided attention.
- Empathize with customers. If there is a problem, help solve it quickly.



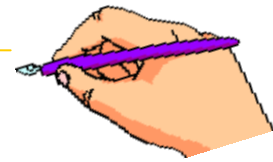
### May Calendar

Manager's Meeting	May 4, 2015 @ noon
Orientation	May 5, 2015 @ 8:30 am
National Hospital Week	May 10th thru 16th, 2015
Ice Cream Sundaes	May 11, 2015 @ 3:00 pm
Pink Ladies Banquet	May 14, 2015 @ noon
Manager's Meeting	May 18, 2015 @ noon
Memorial Day Holiday	May 25, 2015 

# CREATE NEWS

## CREATE-ing Outstanding Healthcare

### Note from Rick



Years ago, I was a newbie healthcare executive, Vice President of Finance. I was pretty impressed with myself (you think I'm bad now!) and was enjoying my new status immensely. I was invited to lunch by one of the more senior executives and over time we became friends and talked several times a week. As we became better friends, he began to open up about how he didn't like our CEO, and how the CEO didn't treat him fairly, and made bad decisions etc. I hadn't seen those issues, but listened to my friend, and before long I began to distrust the CEO also, I began to hate my job, every decision the CEO made I began to criticize, where before the decisions had seemed more reasonable. It finally dawned on my one day that my attitude toward the CEO, to-

ward my job in general, were being poisoned by my 'friend'. And I slowly began to separate from him, going to lunch and coffee breaks (remember those?) less and less frequently, and I noticed an almost immediate improvement in my outlook at work. All of a sudden, the CEO wasn't as stupid as I had thought, and I began to enjoy my work again... so much so that I worked for that same CEO for a total of 25 years. Now the CEO was a long way from perfect (as we all are) yet, I was focused only on my friends perspective of the CEO, I didn't form my own opinion, or at least mine was very significantly affected by my negative friend (who later was terminated due to a very poor attitude)... The lesson I learned was, we tend to adopt the attitudes of

those we associate with.

I associate with folks who hate their jobs, don't trust other people, and generally are unhappy, and guess what, I begin to hate my job, distrust others and am miserable. On the positive side, by associating with those who are positive, enjoying their work, and looking for reasons to trust others, I become more positive and enjoy my work much more.

So, pick the losers or the winners. Hang out with those who want to succeed at work, do a good job and CREATE outstanding healthcare and you will be successful and enjoy your work. Or...

Rick

### Tips for Effective Electronic Communication

- Keep it to one screen or less.
- Write in bullet points.
- Give the "meat" of the message in the subject line.
- If you're sending e-mails from a wireless device, let people know.
- Spell-check your e-mails.
- Encourage questions via e-mail.
- Remember: You're not the only one sending e-mails to the staff.



**Congratulations Class of 2015**

Please remember to log into Health.edu and take an available course.