

THE UNCOMMON LEADER

PARTICIPANT SESSION III ASSIGNMENTS

TOPICS: THE CUSTOMER IS KING
ACCOUNTABILITY IN MANAGEMENT

There is no higher religion than human service. To work for the common good is the greatest creed.

—Albert Schweitzer

The following list of assignments from the session need to be completed and will be reviewed by your executive. Your attention to these items will significantly improve individual and organizational performance. In some cases it may be necessary to involve other departments or set up a DIG. Remember, the classroom is just a starting point for the real work of changing the organization. Your contribution to this effort is what will make excellence managing possible. Thank you.

Follow Up Items From This Session

- 1.* Establish a Customer Service Index (CSI) for your department in the next 30 day period of time to begin measuring how well you are doing in their eyes. Modify the In-House Customer Satisfaction evaluation tool provided at the session to create an customer satisfaction evaluation tool that will help you assess the service level of your department. Identify where performance levels need to increase and set new standards of performance for your staff to operate with. Chart your departmental customer satisfaction ratings.
- 2.* Conduct monthly departmental Customer satisfaction evaluations. If your department services many difference departments, then schedule 3 - 4 departments to survey each month on a rotating basis so as not to overwhelm any one department with too many surveys each month.

Use the feedback that your receive to make changes. Beware of justifying or rationalizing the less than desirable ratings.

- 3.* Chart the monthly Customer Satisfaction ratings, post them where Associates can see them. i.e. on your department Communication Center. Use this as a way to begin data gathering and generate discussion.
- 4.* Hold at least one Customer focus group in the next 30 days. You can choose to make this quite general ("How did you find out service? What did we do really well? What was the one thing that we might have done just a little better? What



would make our organization stand out as better than any other organization when you think about healthcare services?) Even departments who serve internal Customers need to conduct focus groups in order to learn how they can change and add value to what they are doing.

Follow Up Items From Previous Sessions

1. Go back and look at Session II assignments. Are things getting done, or are more and more things falling by the wayside?
2. Is the multiple interview selection process in place, or are we still letting Bozos in through light employment screening?
3. Have Problem Employee Action Plans been submitted and is that being aggressively pursued? A common problem is that managers don't want to do this job and will shy away from it. This is work that must be done if you intend to win.
4. Crank the momentum up. Is your team of staff submitting and implementing ideas at a good rate, or are they lagging behind the balance of the organization?
5. Are the quarterly work plans completed and being used to monitor individual department progress?

**Possible WorkOut Session agenda items. Where do you or the team need help to get the work done and make things happen?*

