



- Goal:** Increase staff awareness of courtesy as a key component in patient and customer satisfaction.
- Objective:**
1. Make courtesy specific to your department(s).
 2. Allow staff to interact and discuss courtesy focal points.
- Materials:**
- "Courtesy is..." chart
 - "Courtesy Top Three" chart
- Activity:**
1. As a department, come up with one sentence that defines courtesy for your department. Here are some words to help you get started: friendly, helpful, polite, considerate....
 2. List ways to improve courtesy and choose your "Top Three". List them on the "Top Three" chart.
 3. Write or desktop your courtesy definition on "Courtesy is..." chart. Post your definition and "Top Three" chart on the department's Simply Extraordinary communication board for the next month.
 4. Each department should submit their "Courtesy" definition and "Top Three" to the appropriate individual to be published in the organization's next employee newsletter or as a stuffer in an upcoming payroll.

Simply Extraordinary

**COURTESY IN OUR
DEPARTMENT IS...**

Simply **Extraordinary**

Our Courtesy “TOP THREE”

1.

2.

3.