Bring a Think Yes! Attitude
- Think about what you can do for others
- Strive for positivity with each interaction

Be Welcoming and Friendly
- Make a connection
- Smile

Be Person Centered & Culturally Sensitive
- Listen carefully with respect and respond with empathy
- Promote a culture of respect, inclusiveness and appreciation of diverse perspectives, backgrounds and values

Be an Educator
- Provide choices, information, and resources to minimize barriers and meet diverse needs
- Explain what is happening and what to expect

Be Part of Your Team
- Remember we are stronger working together
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Bring a Think Yes Attitude

“Everyone is always helpful and courteous, and you guys always take care of things in a timely manner.” -- Client Satisfaction Survey 2015

What does it mean?
Think about what you can do for others
Strive for positivity with each interaction

What can I do?

✓ Use positive tone of voice and body language
✓ Use Think Yes Statements
✓ Be flexible and adaptable
Be Welcoming & Friendly

What does it mean?

Make a connection

Smile

What can I do?

✓ Warmly acknowledge and greet
✓ Introduce yourself & make badge visible
✓ Open with, “How can I help you today?”
✓ Make eye contact, as appropriate

“I love going there, and always leave feeling like it’s a good place for me and looking forward to next time.”

--Client Satisfaction Survey 2015
Be Person Centered & Culturally Relevant

Listen carefully with respect and respond with empathy

Promote a culture of respect, inclusiveness and appreciation of diverse perspectives, backgrounds and values

When I had my daughter, I requested that she have the same provider, and I was so pleased when I was told yes."
—Client Satisfaction Survey 2015

What can I do?

✓ Be patient and actively listen
✓ Use open ended questions
✓ Apologize, as needed
✓ Speak directly to the person
✓ Use Think Yes! statements
Be an Educator

What does it mean?

- Provide choices, information, and resources to minimize barriers and meet diverse needs.
- Explain what is happening and what to expect.

What can I do?

- Clearly communicate next steps.
- Use plain language free of jargon.
- Check for understanding.
- Close with, “Is there anything else I can do for you?”
Be Part of Your Team

What does it mean?

Remember we are stronger working together

Be respectful, collaborative and cooperative

What can I do?

✓ Treat each other with dignity and respect
✓ Assume good intent
✓ Be open to new ideas, ask questions and bring solutions
✓ Offer a helping hand
✓ Praise each other's work

"[Working with each other is] very helpful [to] discover other strategies for dealing with challenging situations."

—Think Yes to Care Training Survey 2015