From Warm, Welcoming & Inviting to Listening, Collaborating, & Innovating

10th Annual Family Success Conference
Strengthening Families, Supporting Neighborhoods, Building Communities
Last Year’s Congratulations

Primary Prevention

Transforming Lives

Caring and Empowering

Making Communities Stronger
This Year’s Congratulations

Persevering

Welcoming

Listening

Collaborating

Innovating
Dedication & Persistence

Dept of Admissions
1147 Murphy Hall
Los Angeles, CA 90095

Applicant
USC
Prescription for Excellence

Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System

JOSEPH A. MICHELLI
Bestselling author of The Starbucks Experience

CO-PUBLISHED WITH SECOND RIVER HEALTHCARE PRESS
Otherness - A Warm and Welcome Place

“Create the third place – the living room of the community - uplifting moments.”
The 5 Ways of Being

Be Welcoming
Be Genuine
Be Considerate
Be Knowledgeable
Be Involved
Invention vs Innovation

Innovation is the process of developing exceptional value through active listening

Nicholas Webb
The Innovation Playbook
Leading Performance

- Need Fulfillment
- Ease
- Personal
Removing Pain

Starbucks Customer Walk
The Future is Now
Smartphones & Instant Gratification

UberPUPPIES: The Dog Days of Summer

Finally, marijuana that comes to you.

ALCOHOL DELIVERY FROM OUR APP TO YOUR DOOR
Collaboration as a Force Multiplier - Load/Fulcrum/Effort

What is a lever?
Collaboration in Action
Leading a Collaborative Culture

- Team members feel valued and trusted
- Calculated risk is encouraged
- Dialogue abounds about “what if” and “who with”
- Learning occurs with missteps and success
- Relationships are seen as essential for knowledge sharing, support, and perspective
More Force Multipliers

Developing Leaders that Develop Leaders

- Developing Leaders
- Leading
- Performing
- Learning

Influence = \textit{effort} \times \textit{scope}

5 Levels of Influence

Foundation: Hungry, Honorable, Honorable
I define experience excellence as:

★ A **flawless** product,
★ Delivered **exactly** as communities and families want,
★ In an environment of **caring** - **leveraging collaboration**

What can you do to lead product quality, effect execution on service delivery and elevate caring to a lofty level of service professionalism?
The simplicity of getting it RIGHT.

It’s Gratitude Time.

SERVICE SERVES US.