

# DIVERSITY

Any \_\_\_\_\_ that makes a \_\_\_\_\_

# INCLUSION

Valuing and utilizing those differences

## 4 OPPORTUNITIES TO MAKE OR BREAK THE PERSONAL CONNECTION

1

### ATTITUDE

**Attitude of Disinterest:** when you \_\_\_\_\_ as rude or indifferent

*IT'S NOT JUST WHAT YOU DO BUT \_\_\_\_\_ YOU DO IT*

**Attitude of Enthusiasm:** a \_\_\_\_\_ belief in your community

2

### COMMUNICATION

**Self-Centered:** when you \_\_\_\_\_ more than you \_\_\_\_\_

**Others-Centered:** when you \_\_\_\_\_ more than you \_\_\_\_\_

3

### ACHIEVEMENT

**Unremarkable:** when a resident experience is \_\_\_\_\_

**Exemplary:** when there's something \_\_\_\_\_ about the experience

4

### CUSTOMER SERVICE FAILURE

**Defensive:** when you refuse to \_\_\_\_\_ a service failure

**Ownership:** when you rectify a service failure to win \_\_\_\_\_