

MOREAU PHYSICAL THERAPY COURTESY SYSTEM

1. Speak very politely using a person's name with please and thank you as a minimum.
2. When you talk about a person who is not present, speak as if they are listening to your conversation. Use the person's name in each sentence in which you refer to them.
3. If you have a problem with someone, talk about the problem with him or her in private first, then if necessary involve the appropriate authority.
4. If someone is upset, investigate the situation and apologize and make restitution if appropriate to do so. Or: make others aware if they have upset you so they can apologize if appropriate.
5. Greet and farewell everyone by name and with eye contact.
6. Before assigning blame, evaluate the situation and see if the system or the person is at fault.
7. Be truthful and forthright.
8. Use positive conversation.
9. Take control of your actions and reactions.
10. Be flexible.
11. Give recognition for a job well done.
12. Strive for a pleasant work environment where people trust one another.
13. Find enjoyment, fun, and laughter in your job.