A GUIDE TO EVERYDAY COMPASSION

Take the A.R.T. Back to Your Team

There's an A.R.T. to Making a Difference



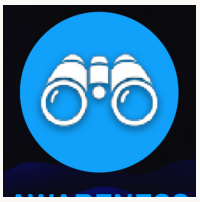
Compassion is our Mission. Excellence is our Art.

Notice the person. Use what you have. Act while the moment is here.

AWARENESS **RESOURCEFULNESS** **TIMING**

A keynote companion from artist and speaker William Mangum

THE A.R.T. IN DAILY PRACTICE



Awareness

What am I not seeing?

A LONG WAY TO WELCOME

When Sergeant Jeff Turney met 94-year-old Howard Benson, he looked beyond a difficult journey from Arizona to Florida. He saw a man moving into assisted living who wanted to keep familiar belongings and a voice in what happened next. Listening changed his response.

See the person behind the situation.

A move into assisted living carries more than boxes. It carries memories, worries, relationships, and a need for dignity. Paying attention helps us understand what matters to this particular person.

BRING IT INTO YOUR COMMUNITY

Notice a change. A resident has grown quieter. Ask gently, then make room for the answer.

Listen beyond the question. A family member may need reassurance as much as information.

Look beside you. A colleague may be carrying more than they can say.

A QUESTION TO CARRY WITH YOU

Who needs me to look a little closer?

THE A.R.T. IN DAILY PRACTICE



Resourcefulness

What can I use right now?

THE POWER TO SAY YES

At the Ritz-Carlton, Horst Schulze empowered employees to use up to $2,000 to resolve a guest's problem. The number gets our attention. The trust is the lesson: prepare the people closest to the need and give them room to respond.

Excellence grows when people can use their gifts.

Your team already holds experience, good judgment, creativity, and relationships. Leaders make those resources useful by clarifying roles, preparing staff, and trusting them to act within appropriate boundaries.

BRING IT INTO YOUR COMMUNITY

Name the gifts in the room. Who brings calm, practical skill, humor, or a special connection with residents?

Make the next step clear. Discuss what staff can handle directly and when they should seek help.

Share what works. Bring one thoughtful solution to your next team huddle.

A QUESTION TO CARRY WITH YOU

What do we already have that could meet this need?

THE A.R.T. IN DAILY PRACTICE



Timing

What can I do today?

THREE WISHES AND A LITTLE GIRL WHO LISTENED

Eleven-year-old Ruby Chitsey visited nursing homes with her mother and asked residents what three things they would wish for. Their requests were often small: fruit, a favorite snack, an electric razor. Ruby listened, returned with requested items, and began Three Wishes for Ruby's Residents.

Take the next step while the opportunity is here.

A small kindness can matter most when someone needs it. A worry mentioned in passing or a request for company can become an invitation to act. Let the person's preferences and care needs guide your response.

BRING IT INTO YOUR COMMUNITY

Ask one thoughtful question. What would make today a little better?

Choose one achievable action. Respond within your role, or connect the person with someone who can help.

Follow through. If you promise to return or check on something, keep that promise.

A QUESTION TO CARRY WITH YOU

What small act should not wait?

A TEN-MINUTE TEAM CONVERSATION

Make It Part of Your Next Huddle

Invite your team to think of one recent moment when a resident, family member, or colleague needed something. Use the three questions below to turn the keynote into a shared practice.



AWARENESS

What am I not seeing?

What did we notice? What might we have overlooked?



RESOURCEFULNESS

What can I use right now?

Which person, skill, or resource could help?



TIMING

What can I do today?

What is one appropriate next step, and who will take it?

OUR ONE COMMITMENT

KEEP THE DIFFERENCE GOING

Your Canvas Is Made of People

My canvas is made of strokes of paint. Yours is made of people: residents with long histories, families making difficult decisions, and colleagues doing their best through demanding days.



The best thing about making a difference is the difference it makes in you.



STAY INSPIRED
For more stories and ideas to share with your team, visit William Mangum's speaker website.
williammangumspeaker.com

For more information about Bill's Art visit his art website.
williammangum.com

To learn about The Honor Card visit his website.
thehonorcard.com