



# MONDAYS

*with Mike*

## AULTCARE

Weekly PLAN

monday

## Creating culture . . .

William Considine, retired CEO of Akron Children's Hospital, shared a strong framework of culture-creating behaviors in his book, SuCCess. These behaviors were/are what he believes create the fundamental image in the minds of all who used the services of the hospital.

The leadership message for us is that we can insert the name of our company, family, ball team, etc., in the spot where "hospital" is used. Enjoy this reflection and its power as you insert your company, business, school, or family name in the title.

You are this hospital . . .

You are what people see when they arrive here.

You are the eyes they look into when they are frightened and lonely.

Yours are the comments people hear when you think they can't.

Yours is the intelligence and caring that people hope they'll find here.

If you're noisy, so is the hospital. If you're rude, so is the hospital.  
And if you're wonderful, so is the hospital.

All they can know is what they see and hear and experience.

We are judged by your performance.

We are the care you give, the attention you pay, the courtesies you extend.

We are the culture!

Let's all strive to BE what we want our companies, families, teams, churches,  
and school districts to BECOME!

Have a great week!

