

Resident Delight:

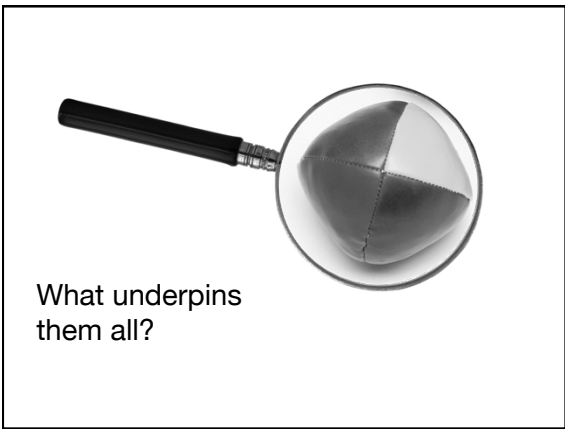
Why It's Your Most Important Outcome*



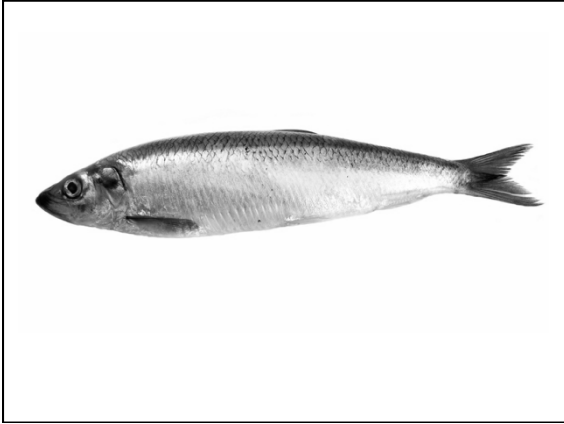
*and why there's a fish on the cover of this handout.

Lou Ann Brubaker, President
Brubaker Consulting
www.brubakerconsulting.com
brubak97@aol.com
301-535-5449









Miriam Webster vs the
Brubaker Dictionary

sat-is-fac-tion:

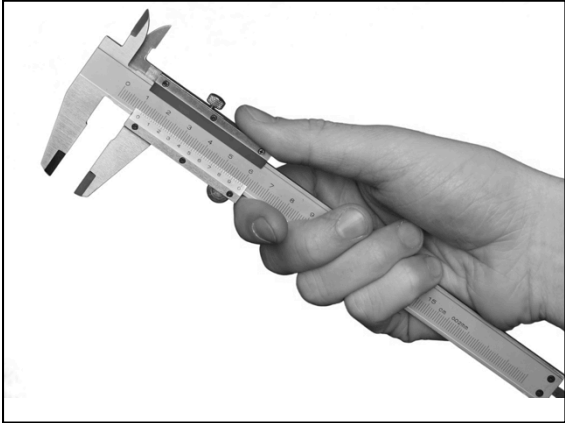
- (a) is not a _____ advantage
- (b) is not what _____
- (c) is at best a '_____' grade
- (d) is not something that makes staff _____
- (e) doesn't help you achieve your other _____



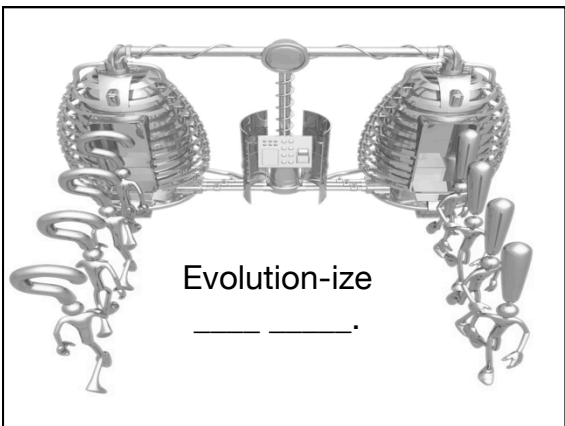








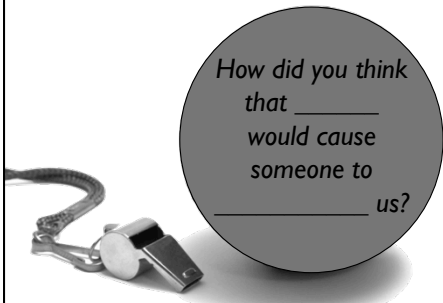




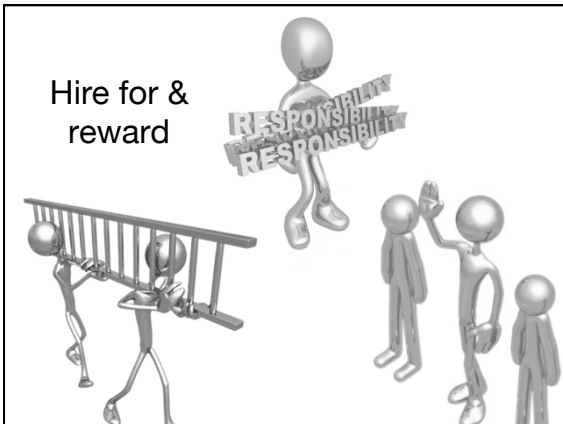
Make _____ making simpler.



Coach for performance.



Hire for & reward



Additional _____ with this focus.



One other benefit.









The Two Types You Make



