

Those Shiny Floors

During a leadership development exercise at a hospital, a housekeeping manager pointed out that although his crews mopped floors and cleaned toilets all day, what they really accomplished was a foundation for trust.

He said that patients' relatives do, indeed, notice details like ordinary cleanliness and interpret them as signs as to whether the hospital can provide good care for their loved ones. They may not understand complicated medical procedures, but they can tell when the floor is clean – or not!



The housekeeping manager knew that if you want trust for the big things, you have to build it through the little ones – and involve every associate.

Both leaders and those they lead do better work when they see how their work benefits their customers.

What that hospital housekeeping manager understands and taught has been a long-held principle in Life Care and Century Park. Life Care's *Standards of Operations*, for example, advocates that ...

- The external environment consists of a well-maintained building surrounded by well-defined landscaping to include colorful plants and flowers in season. No trash is evident on grounds, and the flag, parking lot and sign are in good repair.
- The interior of the building features bright, shiny floors, walls with well-appointed wallpaper and/or paint, and ceilings free from any signs of leakage. Halls are free from clutter (excessive carts), and odors are controlled. No posters, signage or memos should be tacked to the walls. Curtains, lighting, blinds, furnishings, etc., should be well-maintained. Offices are neat and free from clutter.

Think about it: Your floors can be a billboard for great care and service!

Or to put it another way – in the words of that hospital housekeeping manager – how is your foundation for trust?

One who is faithful in a very little is also faithful in much (Luke 16:10 ESV).

– Beecher Hunter