

COMMUNICATION TOOLS

Courtesy System Performance Standards

1. Speak very politely using a person's name – 'please' & '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 only with them and in private.
4. Apologise and make restitution if someone is upset by your actions.
5. Greet and farewell everyone by name, with eye contact and a touch – if appropriate.
6. Blame a system not a person.
7. Tell the truth!
8. Use positive conversation – express appreciation.