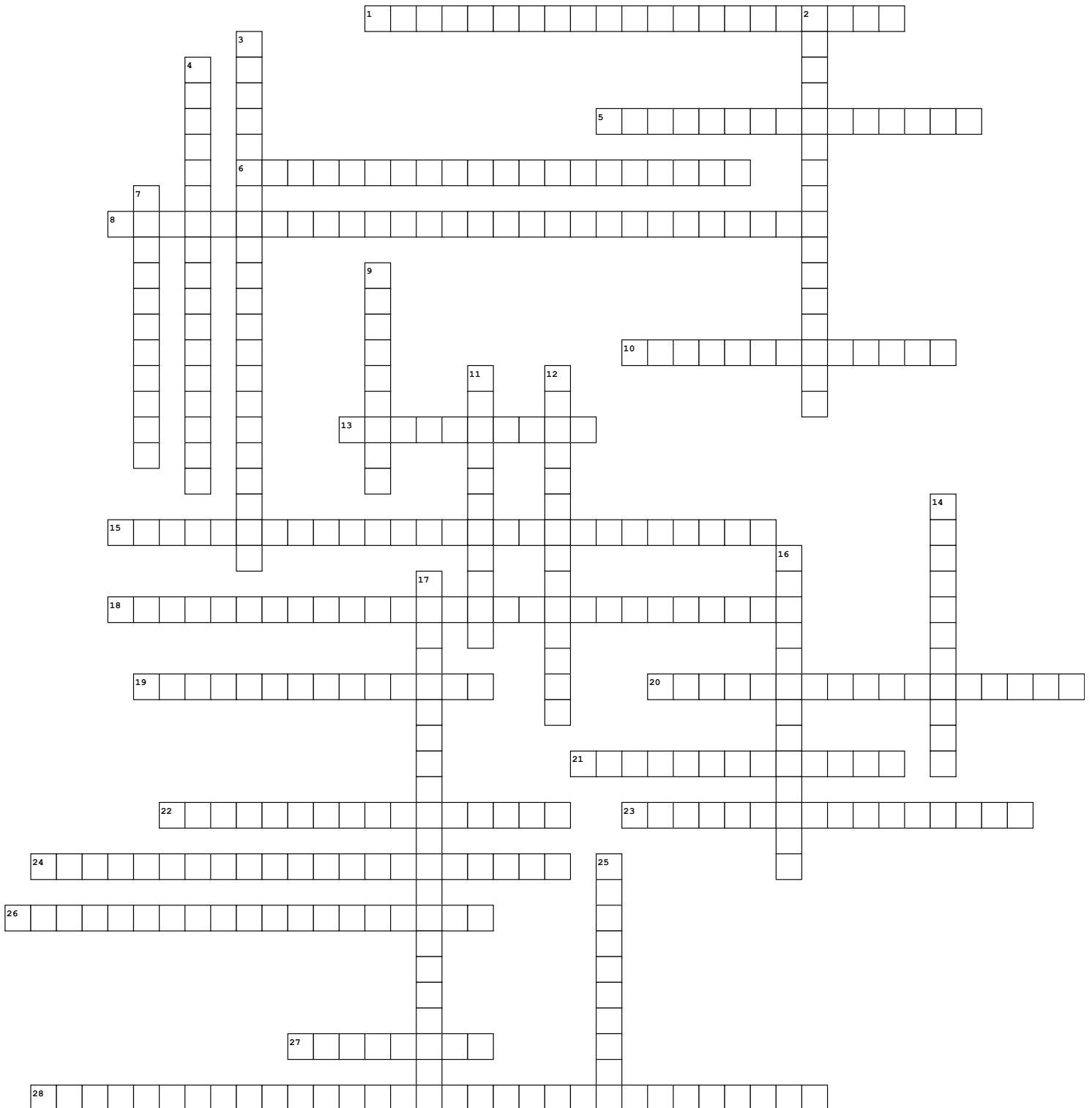


The Eastern Way Crossword Puzzle



Across

1. If a conversation can't take place face to face, a live phone call is still better than an email.

Down

2. This requires us to get uncomfortable, rather than always sticking with what we know.

5. Healthier teammates are generally happier and do better work.
6. If we believe people are good, we'll see the best in them.
8. Those who are great see unlimited opportunities to get better.
10. Studies show laughter is actually healthy for us on a biological level.
13. If we put serving the customer first, our biggest concern is doing what's best for them.
15. Honest. Timely. Specific. Tells the impact of what was done.
18. Getting back to people quickly is an important part of delivering memorable service and setting us apart from competitors.
19. We can only take responsibility for our own growth, rather than expecting others to change.
20. Many injuries are the result of using the wrong tool for the job. Good planning helps prevent this.
21. What we do is contagious. Choosing to act in ways that are positive increases the likelihood others will do the same.
22. Our customers trust us with their business. When you do this to a customer it builds their trust in you.
23. The key is to focus purely on fully understanding what the other person is trying to communicate.
24. Admitting a mistake, or changing your mind or direction, is a good indicator of this.
26. Quality can be contagious.
27. All teammates have an obligation to make our community better in some way
28. When a mistake happens, we want to first focus on solving the problem.
3. Every person in the company is in the customer service business.
4. This makes it easier to collaborate because everyone does the same function in the same way.
7. It's always better to avoid or prevent a problem, rather than have to fix it later
9. Being organized enables us to get more done in less time with higher quality
11. Genuine curiosity is essential to this fundamental
12. At the end of the day, we get paid to get things done, not simply to work on them.
14. Working together yields better solutions than any one person on their own.
16. Organizations that do this don't have fewer problems than others. They just solve them faster.
17. This fundamental applies to all people we touch. Customers, prospective customers, vendors, and teammates.
25. Attitude is a choice. It's literally a decision you make, consciously or unconsciously.