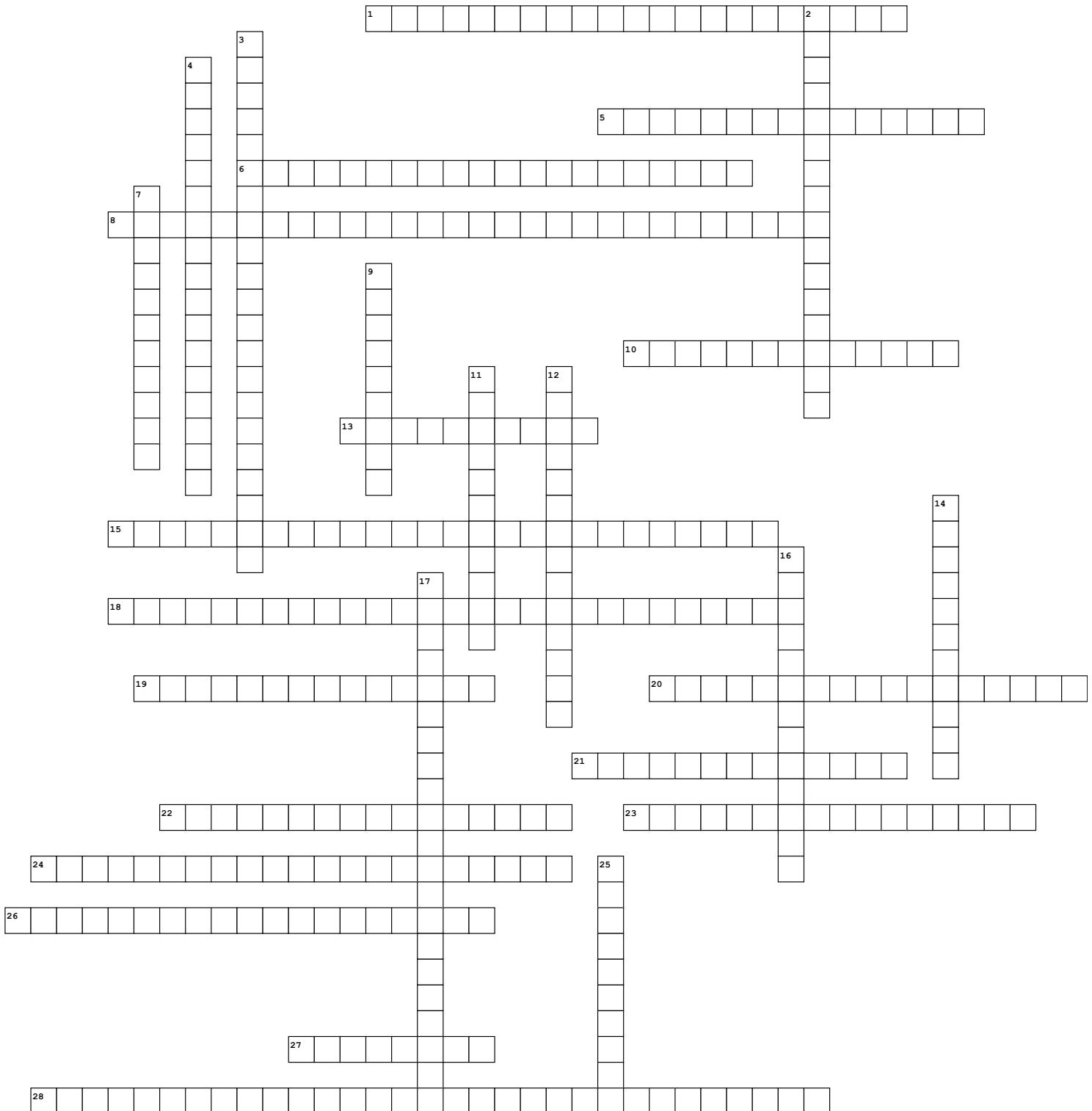


The Eastern Way Crossword Puzzle



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.