



Work sheet

Attaining Accountability

Keynote Presentation

California Society of Healthcare Risk Managers

March 7, 2008

☐ R You have just heard Liz Jazwiec's talk. What did Liz say that surprised or impressed you?

☐ R What did she say that affects your ideas of accountability and change?

☐ R What things will you do differently based on what you heard today?



Work sheet

My Favorites

Here are some of my favorite reference materials about customer service, employee satisfaction, and leadership. Hope you find this helpful....Liz

Books

- Buckingham, Marcus and Coffman, Curt (1999) First, Break All the Rules. Simon and Schuster.
- Pryor, Karen (1999) Don't Shoot the Dog. Bantam Books
- Snow, Dennis and Yanovitch, Teri (2003) Unleashing Excellence. DC Press
- Stewart, Kendall (2003) A Portable Mentor. SOMC Press
- Studer, Quint (2007) Results that Last, John Wiley and Sons Publishing
- Studer, Quint (2003) Hardwiring Excellence. Fire Starter Publishing

Health Care Advisory Board Publications

- Hardwiring for Service Excellence (1997)
- Service Amidst Shortage (2002)

Videos

- Charter House, FISH
- CRM Films, It's a Dog's World
- Liz,inc, Heroic Service, Perfecting Perception

Please feel free to submit your favorites to our web site at www.LizJazz.com