| **Pillar** | **Discussion Leader** | **Topic** | **Time** | **Expected Outcomes** |
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| Service | **Faculty & Staff**  **Leaders** | **I make those I serve my highest priority.**   * Explain process of focusing on one behavior per month at staff, lab, or department meeting. * Group will list WHO is served by the work and services of your area. Examples:   + An admissions office in the School serves prospective students, faculty, etc.   + A Clinical Research area serves patients with a specific disease, funding organization, etc.   + A patient care unit serves patients, families, visitors, etc. * Select and view appropriate video clip[s] from *Stories that Elevate* DVD. See listing for selections for this Credo behavior. Suggested:   + Making Your Day   + Done Out of Love   + Beyond the Job Description * As a group or individually complete and discuss the *discussion guide* for this Credo Behavior. (May be downloaded from Elevate website.) * Distribute copies of the Credo Scoring template * Explain scoring process –   + Using 1-3-5 for performance evaluations   + Scores of either 1 or 5 will require explanation   + Any specifics to work area?   + Will refer again to scoring as we look at each Credobehavior * Share recent examples of staff and faculty performing this Credo behavior to end the session. | **25 min. total** | * Understand and apply this Credo behavior to my role and work area * Review and discuss Credo Scoring |