

April 2007



About Compass...

Spotlight on Mark Lazare

Mark Lazare is the owner of Compass Mental Health, LLC. He has been providing crisis services in the valley for nearly 15 years. He used his experience to open the valley's first psychological crisis center. Under Mark's leadership, Compass has quadrupled its business in the past year. Mark is known for saying, "unfortunately, business is good."

Mark is also the Executive Director of P.L.A.N of Arizona, a non-profit company specializing in providing continuing care for persons with a disability when families are no longer available to do so.

Quick Tips

Customer Service

Customer service. Every industry tosses around this catch phrase like it is going out of style. However, we all could use some quick tips to improve upon your existing customer service?

1. **Smile:** Everyone would rather conduct business with a person who appears to be enjoying themselves. Another great thing about a smile is: they are contagious.
2. **Make Eye Contact:** People who are able to make appropriate eye contact indicate they are trustworthy and honest.
3. **Call People By Name:** It has been said that a person's name is the sweetest sound to their own ears. Using a person's name when greeting them or in general discussions conveys a sense of respect for that individual.
4. **Never Use a Naked Thank You:** A naked "thank you" is simply stating, "thank you." Naked "thank you's" appear insincere and artificial. Good customer service dictates you should always thank someone for a particular action. For example, "thank you for getting that file for me."

Time Management 101

Time is one of our most precious resources, but often one of our most under managed resources. With increased time, through proper time management, you can have greater productivity, improved results, reduced stress, and more disposable time.

Time management includes tools and techniques for planning and scheduling time with the aim to increase effectiveness. Following are the ABC's of time management:

Arrange a Battle List: This list should contain all the "tasks" you desire to accomplish for the day. However, in order to tackle your battle list effectively, you need to arrange your battle list by priority status. The quickest way to prioritize your battle list would be to use a number ranking system. For example (1) means a task has a high priority, (2) an average priority and (3) low priority. Then tackle your tasks according to their priority ranking.

Become a Strategist: A few techniques that can make you a great time strategist are: "The 80 / 20 rule," also known as the Pareto Principle. This rule states, 80% of tasks can be completed in 20% of the disposable time. The remaining 20% of tasks will take up 80% of the time. Also, it is assumed that 80% of the productivity can be achieved by doing 20% of the tasks. Another time strategist technique is called "The 2-minute Rule."



If it would take less than 2 minutes to do something, just do it right away. Two minutes is roughly the time it would take to formally defer the action. A third time strategist technique is to use a day planner or some type of calendar. Merely seeing and plotting your daily schedule and tasks will help you arrange your day accordingly.

Commit to Complete: This element of time management has to do with your commitment level. Your level of commitment will dictate your effectiveness. We all have a tendency to procrastinate from time to time. Be sure you commit to complete your battle list and commit to being an effective time strategist.

Coaching: Finger-pointing rarely resolves an issue. Own what you have brought to the situation.

Quote of the Month

"Plans are the handrails that guide you through the day's distractions and keep you on course."

- Barry J. Izsak-

Laugh of the Month (Funny Puns, Newspaper Headlines)

- ✦ Something Went Wrong in Jet Crash, Experts Say.
- ✦ Typhoon Rips through Cemetery; Hundreds Dead.
- ✦ Miners Refuse to Work After Death.
- ✦ Juvenile Court to Try Shooting Defendant.
- ✦ Man Struck by Lightning Faces Battery Charge.
- ✦ New Study of Obesity Looks for Larger Test Group.
- ✦ Astronaut Takes Blame for Gas in Space.

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