

Care Like a Mouse, Chapter Two – Operating Priorities, Table 2-1, Priorities Identification Worksheet

An Operating Priorities Filter establishes the operating parameters within which team members at all levels of the organization can respond to any situation without additional direction. This worksheet will help you identify your organization’s Operating Priorities Filter.

Step One – List all the words that describe the parameters for the service you deliver.

(IE- Safety, dignity, respect, cleanliness, knowledge, information, productivity, etc.)

Our organization’s most important parameters are ...

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Step Two – Circle the four or five words you wrote that most effectively encompass all the aspects of your service. So that your meaning is absolutely clear to others, you may also want to verify the dictionary definition of each word.

Step Three – Arrange the circled words in priority order and write them on the lines below. You may also substitute different words that better define what each Priority should be.

Priority One is _____

Priority Two is _____

Priority Three is _____

Priority Four is _____

Priority Five is _____

Step Four – Think of different workplace scenarios that occur and verify that the order of words you have selected accurately reflects your desired organizational Priorities.

NOTE – INVOLVE MEMBERS OF YOUR ORGANIZATION AT ALL LEVELS IN EVERY STEP OF THE PROCESS AND YOU WILL GAIN TEAM BUY-IN AND OBTAIN A BETTER RESULT.