Three key A-team behaviors (Table 3.1) and the elements of the A-team toolkit (in the figure below) are helpful in treating the customer service diagnosis.

**Figure 3.5: The A-Team Toolkit:**
Ten Highly Effective Tactics for Improving Patient Satisfaction and Perception of Flow

1. **Empowerment**
   - Point of Impact Intervention
   - Service Recovery
2. **Dealing with Difficult Patients**
   - Dealing with B-Team Members
3. **Personal Patient Satisfaction Coaching**
4. **Rounding - Yours, Next, Sign Out**
5. **Key Words at Key Times**
6. **Hire Right - Screen for the Gene**
7. **Taking 4s to 5s**
8. **The Psychology of Waiting**
9. **Reward Your Champions**
10. **Leave a Legacy**