

# Lakeland YES Mindset Overview

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As more students with diverse needs step onto Lakeland's campus, everyone has a role to play in student support. How we work together directly affects how supported students feel. Regardless of function or role, together we create a culture of belonging. We want people to be welcomed to campus with a simple word that goes back to our roots: **YES**.

At the end of the Start with Students exhibit, we invited the Lakeland community to support students by setting the default to YES. Join us by committing to say YES to something that inspires you. For ideas, read through these cards, which include an overview of six YES mindsets aligned to Lakeland's existing core values, along with some things you could try. If you're feeling ambitious, print the template at the end, fill in your own YES, and make a button in HIVE.



WE SHOW THAT WE CARE



by meeting our students where they are  
and believing in who they can be.



Find some things you can try on the back of this card.

## Here are some things you could try...

Start each interaction with  
“I’m glad you came to see me today”



Learn 5 new names on campus  
every day this week



Create a “care fund” in your office to  
support your colleagues and students

WE FOLLOW UP



and close the loop on student questions, no matter how big or small.



Find some things you can try on the back of this card.

## Here are some things you could try...

Wear an “I can help you” button or sticker for a day



Find a way to share new solutions you’ve uncovered with others outside of your team



Meet weekly with a cross-department team to review all student issues and examine patterns

WE KEEP IT SIMPLE

A→B

by communicating in a human,  
friendly and clear way.

EST



2018

## Here are some things you could try...

Ask a student or friend who doesn't work at Lakeland to read your department's materials and highlight confusing language



Complete a communications audit to remove jargon and passive voice



Coordinate with other departments about communications sent to students (timing and content)

Find some things you can try on the back of this card.

WE EXPRESS GRATITUDE



and appreciation for the efforts of our students and our colleagues.

EST



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## Here are some things you could try...

Write a note of appreciation to a colleague



Buy lunch for the student in front of you at Breakers



Students: Write a note of appreciation to an employee that helped you

Find some things you can try on the back of this card.

WE EARN TRUST



by delivering exceptional service at every moment.

EST



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## Here are some things you could try..

Wear a name tag so students and colleagues feel more connected to you



Use the conference feature on your phone and stay on the line to explain and resolve the problem (instead of transferring a call)



Allow students to rate your service in the moment after you've helped them

WE SEARCH FOR THE BEST



in all situations and all people. When faced with challenges, we find a positive way through.

EST



2018

## Here are some things you could try...

Start all of your meetings this week by sharing a story of a student who inspired you



Send a happy birthday or work anniversary card to someone who's listed in myLakeland today



Display student and employee success stories in your office

Find some things you can try on the back of this card.

