



BRAIN HACKS FOR LIFE

SERVICE

- *Free associate:* What comes to mind when you hear the word “service?”
 - _____ / _____
- *Definition:* Taking action to create a value for someone else
- *Serotonin boost* when we help others; reduces depression and increases positive emotions
- Customer service
 - Good customer service = _____
 - Who are your customers?
- Leadership is about service and making those around you better
 - What am I doing every day to improve others lives?
- Volunteering
 - Opportunities, interests, Caterpillar volunteer portal
- Mindset of serving others – cruising for service opportunities;
 - Everyday service: smiling, opening doors, using your blinker, allowing car into your lane, saying “Hello,” asking R U OK?
 - **Leave the world a better place than how you found it.**

Find more resources from Caterpillar's Employee Assistance Program at EAP.cat.com.