

SERVICE EXCELLENCE FOR LONG TERM CARE



OBJECTIVE

- To develop individual and team skills to provide consistent and excellence service delivery to the patient, their family and the community

WHO SHOULD ATTEND

- Front line employees
- Managers
- Supervisors

SESSION DETAILS

- One full day session
- Between 10-25 participants
- Interactive format
- Take-away resource guide

BENEFITS TO BUSINESS

- Creates a service culture
- Enhances service levels and teamwork

PROGRAM AT A GLANCE

This workshop will equip service providers with the skills and tools required to provide excellent and consistent service within the healthcare environment.

Service in Healthcare

Understand who the “customer” is and the benefits of Service Excellence
Identify Service Enhancers

Commitments

Appreciate the importance of a first impression when serving a patient or family member
Identify the 3 commitments of Service Excellence

Service Strengths

Identify your service strengths
How to build upon your service strengths and contribute to the team

Communication

Describe the 3 parts of the communication process
Identify steps to effective listening

Challenges

Recognize the 3 types of “difficult” people
Apply a 5 step communication process to pressure situations

Now It’s Up to YOU

5 key commitments for service excellence in Healthcare
Go the extra mile