

## PUTTING THE PATIENT FIRST – CUSTOMER SERVICE EXCELLENCE FOR HEALTHCARE PROFESSIONALS

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Delivering customer service excellence in a healthcare setting comes with a unique set of challenges and opportunities. Patients frequently suffer high levels of stress, not only from illness or injury but also from the levels of customer service given. This workshop will equip participants with the skills and techniques required to communicate in ways that will enhance patient satisfaction and the overall patient experience. This one-day workshop can be customised to suit the individual needs and objectives of your team and is recommended for anyone in a healthcare setting.

### Workshop Objectives

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- Understand the importance of measuring up to the mission, vision, and values of your medical organisation
- Understand the importance of delivering a great patient experience
- Understand the importance of internal service and how this sets a positive tone for all personal interactions
- Understand how your attitude affects customer service delivery
- Develop strategies to ensure you maintain a positive and patient focused attitude
- Learn to appreciate the power of a smile
- Explore ways to remain positive when the going gets tough
- Understand what patients and their whanau expect
- Explore ways to exceed patient expectations and add value to their experience
- Use outstanding customer service to generate loyal and satisfied patients
- Understand the importance of professionalism, building rapport, showing respect, empathy and compassion
- How to be proactive and prevent patient issues, complaints, or concerns from arising
- Apply a five-step process for transforming patient disappointment, issues, and complaints into opportunities
- How to manage your emotions and choose how you respond to difficult patient situations
- Identify the barriers to effective communication and how to overcome them
- Develop ways to communicate using positive, professional, and constructive language
- Apply rapport building techniques to enhance the patient experience and build trust with your patients
- Develop professional telephone techniques and strategies for all stages of your telephone communication
- Understand the key elements of effective email communication

#### **Available In-house**

*Get your team on the  
'same page' and your  
business on track  
for consistent success  
with a tailored  
In-house workshop.*