



The Business of Customer Service in Health Care

Supporting concrete management systems that alter customer service focus and provide the client an enhanced quality of life experience.

- + Understanding and establishing indicators for organizational success
- + Influencing the culture to practice mission driven values
- + Modular care - reduction in operational costs
- + Staff performance planning - value based hiring and measurement practices
- + Deployment of customer focused staff
- + Staff accountability to a customer service model
- + Examples of client satisfaction based on measurement

★Recommended Option

| Target | Front-Line Staff | Registered Staff | Managers |
|--------|------------------|------------------|----------|
| | ● | ● | ● ★ |

| Schedule | 1 Hr* | 1½ Hr* | 3 Hr* | Full Day | Multi-Day |
|----------|-------|--------|-------|----------|-----------|
| | | ● | ● | ● ★ | |

*can be repeated multiple times throughout the day.

| Extras | Handouts | Posters | Certificates | Info Binders |
|--------|----------|---------|--------------|--------------|
| | ● | ● | | |

NOTES:

Customized workshops fitted to meet the needs of the front line staff in 1.5 hour workshops or the additional roles and responsibilities of the Registered Staff and managers over a full day.



Have you considered eLearning? Check out the *myTrainer* InService Program!
www.fcsinternational.com 905 - 985 - 6811 info@fcsinternational.com