

Customers Plus

Delivering Quality Customer Service in Health Care

Workshop Description

This practical, interactive SIX hour workshop is designed for switchboard, front-office, clerical and administrative support staff working in hospitals, long-term care facilities, clinics and other community-based health care settings.

Through presentations, activities and practical exercises, participants will enhance their knowledge, skills and confidence to excel in their approach to providing quality customer service.

Upon completion of this workshop, participants will be able to:

- Understand customer diversity in health care (internal vs external customers).
- Differentiate health care customer service from other types of service interactions.
- Apply essential telephone communication skills.
- Apply active listening techniques to enhance face-to-face customer interactions.
- Describe the barriers and enhancers to positive communication.
- Apply techniques for handling challenging customers.
- Explain the importance of a positive attitude in providing excellent customer service.
- Reflect on their role as part of the broader health care team.
- Identify specific actions to improve their customer service skills.

Contact us at the address above to plan for this workshop in your workplace.

We will also customize for workshops with a mix health professionals.