

Positive **A**ctions
"Team Productivity Training"
Training Seminars & Motivational Speeches



Customer Service for Healthcare Personnel

Topic Importance

Is your customer service suffering? Do you know that it costs ten times more to win a new customer than to retain an existing customer? Research shows that 95% of dissatisfied customers will do business with a company again if their complaint is resolved on the spot. This **Interactive Workshop** will guide you to **quickly increase your number of referrals and repeat customers.**

Objectives

During this workshop, you will have opportunities to:

1. Learn effective customer service techniques – **Role-play**
2. Understand your customer – **Role-play**
3. Develop techniques to manage different types of customers – **Role-play**
4. Learn how to handle irate customers – **Role-play**
5. Develop strategic techniques for effective follow-up – **Team Exercise**

Benefits

In 3 short hours you will learn:

1. Ways to manage six different customer types
2. Techniques to manage the two most common types of customer interface
3. Six ways to reduce frustration when dealing with difficult customers
4. Sixteen ways to provide better customer service

Expertise

Acquired from several years as a Corporate Manager, from MBA and Ph.D. (ABD) studies and research. Successfully apply these techniques as a Corporate Trainer and Motivational Speaker who delivers training workshops and keynote speeches to organizations.

Duration

3-Hour **Interactive Workshop**

Target Audience

Business Office Staff, Food Services, Housekeeping, Managers, Nursing Staff, Physicians, Supervisors, Therapists and anyone who wants to provide great customer service for internal and external clients.

Class Size

10-12 participants - optimum for increased personalized attention and more interactions

Why **P**ositive **A**ctions

Over the past four years, **P**ositive **A**ctions has motivated teams to increase productivity, teamwork and communications with each other and their customers through customized cost-effective Training Seminars and Motivational Speeches. Positive Actions quickly provides customized, creative, cutting-edge and cost-effective training solutions to satisfy your training needs. For example, we had a 2-day turnaround to provide training solutions to a major corporation that we successfully accomplished. Organizations save time and money and increase productivity that will in turn increase their bottom line by using techniques learned in our workshops.

Additionally, **P**ositive **A**ctions provides timely follow-up to enhance business objectives.

"Thank you for your wonderful seminar on Public Speaking. My group of trainers as well as myself learned so much from the exercises. We all felt empowered and more confident in our training capabilities."

L. Rones, Nordstrom Regional Director

Invest in your employees with **Positive **A**ctions today—satisfied employees provide fantastic customer service! "Companies that invest above the average in employee learning outperform the stock market by more than 45%. Those that don't, under perform by 22%." (ASTD/Bassi).**

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