

Customer Service Training

As the Healthcare industry becomes more competitive, practices are increasingly challenged to provide a positive patient and family experience. Please join us for the Customer Service Training Series that has been developed especially for your staff.

This 4-part training series will be delivered one session at a time, as well as all at once during a 1/2 day seminar coming on September 1st (more details to come).

Telephone Etiquette **Thursday, July 9**

Participants will learn how to deliver exceptional customer service by consistently using communication principles specific to telephone etiquette.

Dealing with Difficult People **Thursday, July 30**

Participants will learn how to appropriately address emotions before moving to business needs by focusing on the issue, listening non-defensively and responding with empathy.

Restoring Customer Confidence **Wednesday, August 12**

Participants will learn how to reestablish trust with customers who are upset after a breakdown in service by recovering in a way that meets the needs and expectations of the customer.

Talking Money with Patients **Tuesday, August 25**

Participants will learn strategies to successfully engage patients in conversations about co-pays, outstanding balances and other sensitive financial topics in an effective and confident manner.

All sessions will be held from 12-1pm in the Coro Building, Room 184

****Feel free to bring your lunch****

These sessions will be facilitated by Catherine Dubé, EdD. Catherine is a Training Consultant at Lifespan Learning Institute and an Adjunct Associate Professor at Brown University. She has her doctorate in education from Boston University, and has over 20 years experience teaching effective communication and relationship skills to healthcare professionals.

Cost: PSO members and their staff -\$30 per session or \$100 to attend all 4 session
Non-PSO- \$40 per session or \$150 to attend all 4 session

Space is limited. To register for these sessions, contact
Cathy St. Laurent at 444-2095 or via email at cstlaurent1@lifespan.org



Lifespan/Physicians PSO