



# Phone Skills for Healthcare

## Phone Skill Training That Sticks

The first phone call can make or break your opportunity to convert a caller into a loyal patient. In just seconds, your patients are deciding if you are friendly, knowledgeable, concerned, and willing to help. Baird Group's phone series was designed to help build quality and consistency during every call.

### Module One – You'll have them at Hello

This two-hour module focuses on the essentials of a great phone encounter and provides opportunities to practice skills and receive feedback. Participants will:

- Review how phone encounters shape the first impression that builds loyalty
- Identify five essentials of a great phone encounter
- Practice greeting, closures and scripts
- Explore the gold standards of phone encounters

### Module Two – Handling difficult calls

This two-hour module provides essential tools for managing difficult situations on the phone. The session reviews how to communicate professionally, remain calm and when to escalate to a supervisor. Scenarios are customized to the audience. Baird trainers conduct a survey of participants in advance of the training in order to gather real-life examples of difficult calls. Participants will:

- Identify types of difficult calls
- Review skills needed to turn a difficult situation into a win/win outcome
- Practice responses that engage callers and help de-escalate
- Define when to escalate to a supervisor

**Modules One and Two** are designed for front line staff who answer phones as part of their daily responsibilities. They can be combined into one session.

### Module Three – Maintaining Quality: Supervising Great Phone Encounters

This two-hour session is designed to help managers set expectations, monitor and coach for consistent phone skills. It is a companion session to the two staff modules. Participants will:

- Identify gold standards for phone encounters
- Explore methods for reinforcing phone standards among staff
- Review best practices for quality control and accountability

Who should attend?

- Supervisors and managers who oversee staff responsible for phone encounters with customers

**For more information about this, or other training by Baird Group, contact us toll-free at (866) 686-7672 or e-mail us at [info@baird-group.com](mailto:info@baird-group.com).**

### Testimonials

"The training empowered the associates to engage in a positive manner with internal/external customers." - manager

"The instructors were very informative and gave a lot of good suggestions that I could use in our practice, especially with some of the scenarios that we went through." - participant

"The presenters were warm and engaging with everyone and the material was a fresh perspective on previously learned information." - participant

"I enjoyed the 'real life' situations and different scenarios and the ways to handle them." - participant