



# The Power of One-Make Every Encounter Count

## Customer Service Training That Sticks

Every healthcare worker is pivotal in creating a service-centered organization. Not every person who works in a healthcare organization takes care of patients, but everyone has customers. Every healthcare worker is the face of the organization and must represent it in every encounter, with every person, every day.

## Topics We'll Cover

- >The power each healthcare worker has in shaping the patient experience
- >How to show empathy in words and actions
- >The standards for service excellence
- >How to take ownership

## Session Length and Attendance

- >2-hour session length
- >Group size of 25 to 50 participants
- >Trainers will offer up to four sessions per day

## Contact

For more information about this or other training by the Baird Group, contact us at **(866) 686-7672**, toll-free, 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."*

*"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."*

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

*"I enjoyed the "real life" situations and different scenarios and the ways to handle them."*



Transforming culture. Shaping patient experience.