

Making the first Impression Count:

A customer service course for front line staff



Aims:

The workshop aims to equip participants with the skills required to confidently deliver high levels of customer service.

Objectives:

- Understand the importance and benefits of having excellent patient customer service skills
- Understand how body language and listening play an essential role in providing a good customer service
- Be able to adapt your communication style to the individual patient and their needs
- Identify own communication style
- Understand how to deal with patient experience
- Be able to use power phrases and persuasive language
- Understand how to ask the right questions

Learning Outcomes:

- Participants will be able to identify own and others communication style
- Participants will be able to use different questioning techniques to build a rapport with the client
- Participants will have greater understanding of their own behaviour and the effect it may have on others
- Participants will be able to demonstrate a readiness and willingness to listen to the customer

This course qualifies for 5.5 hours verifiable CPD

To reserve your place on this course, please create your MAX COURSE profile and follow instructions online

Go to www.maxcourse.co.uk/henw

Closing date: 14th November 2014

Speaker:

Sue Ryan,
Manchester Academy for
Professional Development

Venue:

Education Centre
Blackpool Teaching Hospitals
Whinney Heys Road
Blackpool FY3 8NR

Date:

Friday 28th November 2014

Time:

9.30 am – 4.30 pm
(Registration &
refreshments from 9.00am)

Cost:

NHS £30.00
Non NHS £60.00

Lunch will be provided please advise
any dietary requirements

