

Reception & Telephone skills



Health Education North West
Postgraduate Dentistry

This event is designed for all members of the dental team who have front line contact with patients either face to face or over the telephone.

Venue: Haydock Thistle Hotel, Penny Lane, Haydock WA11 9SJ

Date: Friday 30th January 2015

Time: 9.15am-12.30pm (registration 9am)

Cost: NHS £15.00 None NHS £30



Speaker: Heather Dallas



Heather is a motivational and inspiring speaker who lectures both nationally. She is a qualified Neuro Linguistic Programming Master Practitioner (NLP) and Consultant which adds depth and a higher level of intuition to her work.

Aim: To improve customer service and retention by developing good communication & organisational skills for all the dental team.

Objectives:

- Recognise the vital importance of generating a professional and approachable first impression.
- Agree the skills and behaviours required in providing excellent customer service
- Develop listening and coping strategies to deal with situations under pressure
- Identify why patients are nervous and how to put them at ease.
- Audit the anchors you are creating for patients in the reception area and surgery
- Recognise how to answer calls warmly, promptly and professionally
- Determine how to manage a busy workload and develop coping strategies to keep calm under pressure

Learning outcomes: This half-day course will provide the skills necessary for front line staff, to project a positive, proficient and professional customer service.

****This course qualifies for 3 hours verifiable CPD****

To reserve your place on please log on and register at:

www.maxcourse.co.uk/henw

Cancellations: Refunds cannot be given 4 weeks prior to the course start date however you may nominate another delegate

Closing date for this course is Friday 16th January 2014

