

One Day Development Workshop DELIVERING EXCELLENT CUSTOMER SERVICE

WORKSHOP OUTLINE

Overview

This workshop is for anyone who is passionate about delivering excellent customer service.

At the end of the workshop, you will be able to:

- Understand customer care in the context of the NHS
- Agree how customer care can be made 'real and practical' to frontline staff
- Identify and manage expectations – of staff, patients and others
- Recognise 'moments of truth' that patients and others have
- Agree the actions you will now take back in the workplace

Programme

9.30am	<p>Welcome & Introductions</p> <p>Customer Service in Healthcare – Why does it matter?</p> <ul style="list-style-type: none"> • How would you describe 'customer service' in the context of the NHS? • Meeting the 9 Personal Needs – yours and your customers • Managing expectations – yours and your customers • Video and discussion
12.30pm	Lunch
1.15pm	<p>The Customer's Perspective</p> <ul style="list-style-type: none"> • How it feels to be on the receiving end of the NHS experience • Carrying out an MOT by stepping into the shoes of others • Closing the gap between Service Expectation and Service Delivery <p>Open & Honest Communication – the key to successful customer care This will include the way you:</p> <ul style="list-style-type: none"> • deal with feedback and complaints • answer the telephone • speak to patients and visitors • use non-verbal communication <p>What Next? The Way Forward</p> <ul style="list-style-type: none"> • What will it mean to your working life? • Working to exceed expectations – yours and your customers • Agreeing an action plan
4.30pm	Finish

Methodology

The workshop will be delivered by a combination of the following:

- Workbook style course notes
- Group discussion
- Video presentation
- Practical exercises

We look forward to welcoming you

