

Positive Experiences for Patients

Plan of action

Understanding and setting positive patient experiences is not easy. The next frontier of patient service is creating positive experiences for patients. Your people will be surprised at the innovation and impact of positive experiences for customers. Discover ways to positively change your patients' experience and interaction with your organisation and your staff.

Key Learning Outcomes

- Blueprint your existing patient experience
- Consider your patients as guests to critique dramaturgy techniques
- Motivate your people to move beyond excellent patient services as a performance metric
- Critique the impact of positive patient experiences and stakeholder relationships
- Build rapport with patients and carers (even when it seems impossible)
- Substitute vocabulary that diminishes the ideal customer experience
- Manage patient expectations professionally and practically
- Evaluate how behaviour and attitude impacts on self and others
- Appreciate the patient's perspective and experience
- Develop improved communication skills for improving the patient's experience

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size** 4 - 12 participants
- **Venue** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost
- **Duration** This program can be conducted as a one day or half day program
- **Cost** Price on request
- **Target Audience** Health Managers and Staff

If you would like more information on this training program, please contact:
Preferred Training Networks on 1300 323 752

Email: Deborah at ddear@preftrain.com.au or visit our website today

www.preftrain.com