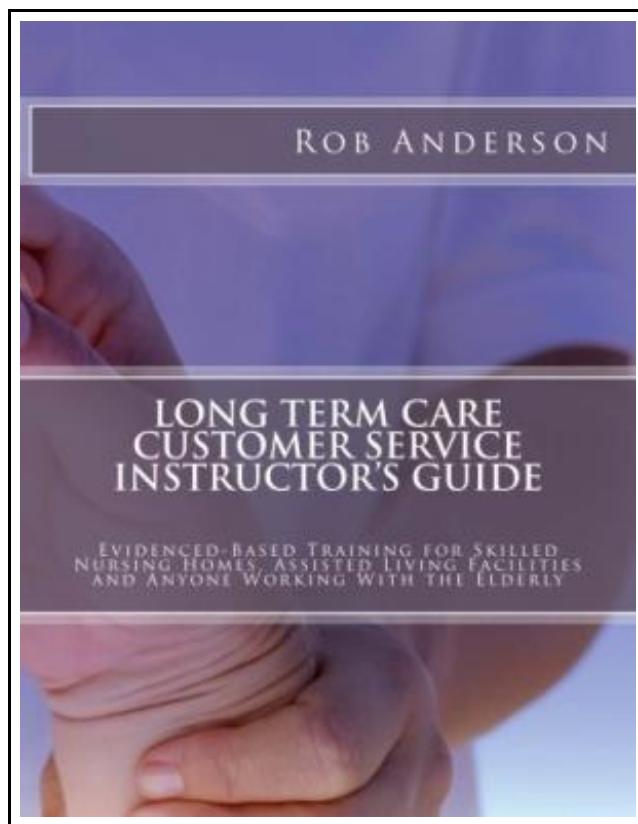


# Long Term Care Customer Service Instructor's Guide: Evidenced-Based Training for Skilled Nursing Homes, Assisted Living Facilities and Anyone Working with the Elderly



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*(Prof. Alvis Wuckert)*

## **LONG TERM CARE CUSTOMER SERVICE INSTRUCTOR S GUIDE: EVIDENCED-BASED TRAINING FOR SKILLED NURSING HOMES, ASSISTED LIVING FACILITIES AND ANYONE WORKING WITH THE ELDERLY**

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Createspace Independent Publishing Platform, United States, 2014. Paperback. Book Condition: New. 279 x 216 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.TO PURCHASE THE COMPANION DVD PLEASE VISIT NOTE: PLEASE ALSO SEE THE LONG TERM CARE CUSTOMER SERVICE PARTICIPANT RESOURCE GUIDE. Long Term Care Customer Service is designed to accelerate your staff s skills and your resident s satisfaction. Your facility s benefits include: A systematic and simple method for improving customer service skills Learning sessions as short as 15 minutes Practical skills your front line can apply immediately to improve how staff work with each other and with your residents Reduced risk of lawsuit Improved referrals to your facility Increased QIS and Standard Survey scores It s been proven that effective and consistent customer service training increases staff satisfaction, reduces turnover, and improves your resident s quality of care. This course is a time- and cost-effective means to raise your facility s customer service standards. Long Term Care Customer Service provides consistent reinforcement of what s learned through role plays and other learning exercises, testing, repetition of the basic principles and immediate application. The evidence-based curriculum is designed to meet the objectives of key national long term care initiatives including the Advancing Excellence in America s Nursing Homes Campaign, Quality Assurance and Performance Improvement (QAPI), and the AHCA Quality Initiative. While studying the learning modules your staff will learn the importance of: 1.Skillfully Resolving Intercultural Conflict 2.Employing Strategies for Handling Conflict 3.Asserting Themselves Respectfully 4.Identifying Their Conflict Style 5.Using Active Listening Skills Effectively 6.Overcoming Barriers to Listening and Understanding 7.Learning Why They Aren t Listening to Others 8.Developing Rapport with Different Personality Types 9.Managing Their Attitude 10.Avoiding Rapport Killer Words and Phrases 11.Tailoring Communication to Fit a Customer 12.Improving Customer Interactions 13.Managing Stress in a...



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