

CXES101

Customer Experience In Care



Draw on the customer experience fundamentals that lead to the delivery of a high level of customer service

Our Customer Experience in Care program is interactive and engaging, and participants will re-evaluate the way they interact with their colleagues and residents/clients. This program is essential for any organisation that is trying to create a cultural shift to a customer service focused workforce

Seminar Overview

- Preparation and planning required to deliver great customer service
- A holistic approach to Customer Experience
- Delivering Customer Experience to people who might not want to be a customer
- The shift required to embracing a Customer Experience driven delivery model
- Creating a customer focused environment
- Hierarchical Care vs. Person Centred Care
- Internal Process vs. Care Choices
- The importance of feedback mechanisms and honest communication
- Complaints Resolution
- Professional Boundaries
- The link between continuous quality improvement and customer service

**Need to send a few people to this seminar?
Register 5 or more seats for \$249 + GST each**

Suggested Participants

- Care Staff
- Team Leaders and Shift Supervisors
- Administration Teams
- Managers

The content is suitable for:

- Aged Care
- Disability
- Community Services
- Childcare

Cost

Webinar

\$299 + GST each

Face-to-Face Inhouse Sessions available upon request

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