

UPCOMING VIRTUAL TRAINING!

Customer Service: The Art of Caring

-Conducted through Zoom video conferencing-

Facilitated by Sogence Training and Consulting
Wednesday, August 17, 2022 or Thursday November 3, 2022
from 9:30 – 12:00 PDT

Providing a high level of customer service is crucial to achieving your health center's mission and serving your community, yet during these challenging times, service excellence can seem difficult to attain. In this impactful and highly interactive training -- designed for health center employees at all levels -- participants discuss the critical nature of customer service in community health care and gain tools and techniques for making exceptional service part of every interaction.

Participants will learn to:

- Understand the critical importance of customer service in community health care
- Demonstrate behaviors to strengthen customer satisfaction for patients, families and co-workers
- Take initiative to influence outcomes
- Identify strategies for self-care (even during challenging times)
- Create a positive work environment

Who Should Attend: This training is recommended for health center employees **at all levels**.

Important Technical Requirements: Each participant will need a webcam to join the training. This highly interactive session is conducted through Zoom video conferencing, and ***all participants are strongly encouraged to join on video*** in order to participate, with one person per computer. If access to a computer with a webcam is not available, Zoom has an excellent app that enables participants to join via most phones or tablets with video capability. This helps us to achieve a true face-to-face environment during this virtual training!

Conducted by Lisa Mouscher, CEO and Lead Trainer at Sogence Training and Consulting



Lisa Mouscher brings a wide range of experience as a trainer, facilitator and consultant, working with Community Health Centers across the country to strengthen organizational, team and individual performance. Lisa supports health centers in creating and sustaining a strong culture of customer service throughout the organization, and also leads programs to strengthen leadership, management and supervisory skills for health centers across the country. Lisa is an impactful and popular trainer, known for facilitating both immediately applicable results and lasting impact to strengthen community health centers for the long-term.

**-Class size is limited for this popular training-
REGISTER NOW TO ENSURE YOUR PARTICIPATION!**