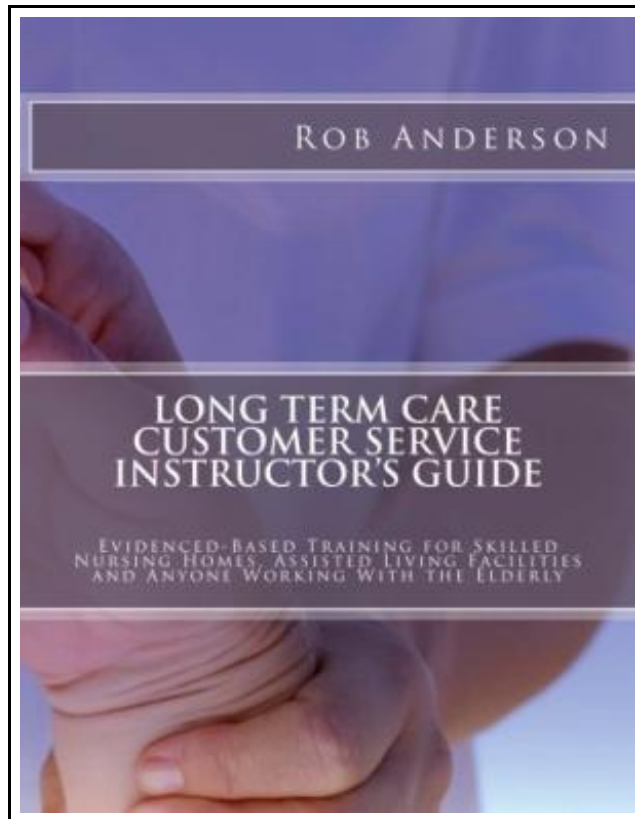


## Long Term Care Customer Service Instructor s Guide: Evidenced-Based Training for Skilled Nursing Homes, Assisted Living Facilities and Anyone Working with the Elderly (Paperback)



Filesize: 8.13 MB

### ***Reviews***

*Absolutely essential go through ebook. It can be rally exciting throgh studying period of time. Its been written in an exceptionally simple way in fact it is only right after i finished reading this pdf where basically modified me, modify the way i believe.*

***(Iliana Hartmann)***

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



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...



**Read Long Term Care Customer Service Instructor s Guide: Evidenced-Based Training for Skilled Nursing Homes, Assisted Living Facilities and Anyone Working with the Elderly (Paperback) Online**



**Download PDF Long Term Care Customer Service Instructor s Guide: Evidenced-Based Training for Skilled Nursing Homes, Assisted Living Facilities and Anyone Working with the Elderly (Paperback)**

## Other Books



### **Twitter Marketing Workbook: How to Market Your Business on Twitter (Paperback)**

Createspace Independent Publishing Platform, United States, 2016. Paperback. Book Condition: New. Workbook. 279 x 216 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Twitter Marketing Workbook 2016 Learn how to market your...

[Read ePub »](#)



### **I Learn, I Speak: Basic Skills for Preschool Learners of English and Chinese (Paperback)**

Paraxus International, Inc., United States, 2012. Paperback. Book Condition: New. 279 x 216 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Please go to // and shapes for some high resolution sample...

[Read ePub »](#)



### **Skills for Preschool Teachers, Enhanced Pearson eText - Access Card**

Pearson Education (US), United States, 2016. Online resource. Book Condition: New. 10th edition. 279 x 216 mm. Language: English . Brand New Book. NOTE: Used books, rentals, and purchases made outside of Pearson If purchasing...

[Read ePub »](#)



### **Dances Sacree Et Profane, CD 113: Study Score (Paperback)**

Petrucci Library Press, United States, 2015. Paperback. Book Condition: New. 279 x 216 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Debussy composed his concertante masterwork on commission from Pleyel for a...

[Read ePub »](#)



### **From Out the Vasty Deep (Paperback)**

Createspace Independent Publishing Platform, United States, 2015. Paperback. Book Condition: New. 279 x 216 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Love, ghosts, mystery and a sense of impending horror are...

[Read ePub »](#)