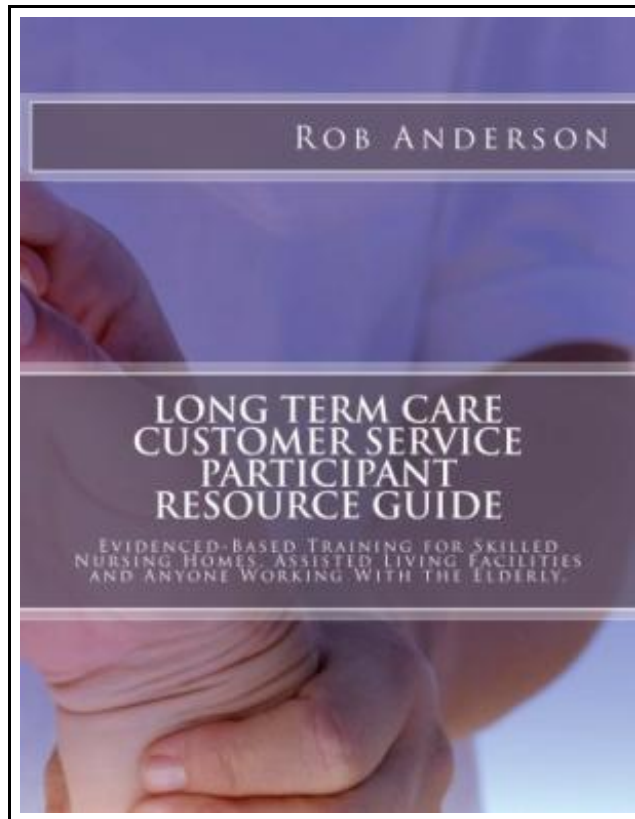


## Long Term Care Customer Service Participant Resource Guide: Evidenced-Based Training for Skilled Nursing Homes, Assisted Living Facilities and Anyone Working with the Elderly. (Paperback)



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### ***Reviews***

*This publication is really gripping and exciting. It really is basic but unexpected situations in the 50 % in the book. It is extremely difficult to leave it before concluding, once you begin to read the book.*  
(Prof. Salvador Lynch)

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



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Createspace Independent Publishing Platform, United States, 2014. Paperback. Book Condition: New. Workbook. 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 INSTRUCTOR S GUIDE. Long Term Care Customer Service is designed to accelerate your skills and your resident s satisfaction. This course includes: A systematic and simple method for improving customer service skills Learning sessions as short as 15 minutes Practical skills you can apply immediately to improve how you work with your colleagues and your residents 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. Through careful study of the learning modules you will learn the importance of: 1.Skillfully Resolving Intercultural Conflict 2.Employing Strategies for Handling Conflict 3.Asserting Yourself Respectfully 4.Identifying Your Conflict Style 5.Using Active Listening Skills Effectively 6.Overcoming Barriers to Listening and Understanding 7.Learning Why You Aren t Listening to Others 8.Developing Rapport with Different Personality Types 9.Managing Your Attitude 10.Avoiding Rapport Killer Words and Phrases 11.Tailoring Communication to Fit a Customer 12.Improving Customer Interactions 13.Managing Stress in a Long Term Care Facility 14.Relaxing with Visualization and Abdominal Breathing 15.Identifying Who Are the Customers in Your Facility 16.Communicating with Authority and Credibility 17.Demonstrating the Power of Friendliness 18.Providing Excellent Customer Service at Mealtimes 19.Understanding The Impact of a Dissatisfied Customer 20.Identifying Customer Touchpoints 21.Adhering to Your Facility s Dress Code 22.Reducing the Risk of Lawsuit 23.Placing Your Facility Above...



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