

STUART LEVINE ASSOCIATES LLC

The Six Fundamentals of Success in Customer Service

Customer Service Training, Improved Culture, Teamwork and Patient Quality Outcomes

Mission/Purpose (Objective)

To strengthen customer service in healthcare facilities through alignment, accountability, teamwork and communication.

Business Challenge

Healthcare facilities are struggling to do more with less, serve patients more effectively to achieve better patient outcomes and improve communication, accountability and teamwork. This is an extremely difficult task due to management/labor relations, financial difficulties, medical leadership issues, governance issues and changing demands on board leadership that impact the CEO.

Description of Marketing Offering

This course is based on the best-selling book by Stuart R. Levine, *The Six Fundamentals of Success: The Rules for Getting It Right for Yourself and Your Organization.*”

Process of Marketing Offering

Developing Leadership

This workshop enhances an individual’s ability to add more value by providing tools to make principles in the book come to life and become habits. The program helps participants how to improve communication, build and manage relationships, prioritize and do what matters most first, add more value through organizational alignment and define goals with action plans to improve performance. It sets a course of action for personal and professional development through a Performance Dashboard, with clearer understanding and linkage to the mission of their institution based upon current projects and responsibilities and plans for continuous improvement beyond the workshop.

Client Testimonials

“We used this program to communicate and work with other departments to provide greater customer service.”

We used the Performance Dashboard to move the Medical Center’s agenda of increased customer satisfaction forward.”

“This program helped us to develop a goal-oriented practice and align goals with supervisors and staff.”

“The Six Fundamentals of Success in Customer Service engaged our organization in discussions about culture, service, staff, goals and communication.”

“This training was the cornerstone for our new program that concentrated on changing the customer service culture at the medical center. The instructors and staff of SL&A were very knowledgeable and accessible to us. The creation of individual “dashboards” assisted us in keeping track with our personal department goals as well as accountability for promoting quality customer service.” President/CEO, Major private healthcare institution in the Bronx