

CUSTOMER RELATIONS

FIRST IMPRESSIONS FOR FRONT LINE STAFF

The **activitygroup** has a national reputation for delivering affordable professional training programmes through flexible learning. Established in 2002, our team of dedicated professionals operate to the highest standards and have the skills and experience to enable staff employed in the NHS to achieve their full potential.

DESIGNED FOR:

As the face of the Hospital, GP Practice or Health Centre, Receptionist staff have the 'Front-Line' responsibility of providing a professional and customer focused service.

This course is specifically designed for all staff who are representing the NHS in a 'Front-Line' reception/patient position, or who are asked to deputise in this important role from time to time. 'Front-Line' staff play a vital role in shaping the image and reputation of the NHS. This course will help staff to maximise their potential in all 'Front-Line' roles.

Attending this course will help contribute to the following levels of KSF Core Dimensions:

- ✚ Communication – level 2 & 3
- ✚ Health, Safety & Security – level 1 & 2
- ✚ Quality – level 2 & 3
- ✚ Equality & Diversity – level 2

OBJECTIVES:

To understand the importance of the Receptionist's role and project the best image for the NHS.

COURSE CONTENT:

- ✚ The important role of Front-Line or 'Front of House'
- ✚ Give a professional and courteous impression to patients, visitors, staff and callers - create an impression that people remember
- ✚ Attitude is everything – A winning Attitude
- ✚ To review best telephone practice and learn how to direct calls correctly, challenging calls/callers and assertiveness conversations
- ✚ Learn how to develop strategies for dealing with difficult people and situations
- ✚ Learn how to receive visitors professionally, developing "meet and greet" skills
- ✚ Interaction with internal colleagues
- ✚ Solve the problem before it happens – prevention is better than cure
- ✚ Develop effective listening skills and focus on customer service
- ✚ Learn how to stay motivated and be part of the organisational team
- ✚ Stress awareness and management
- ✚ NHS Case studies
- ✚ Learning review and personal action plan

BENEFITS:

- ✚ KSF Certification provided for delegates who have completed this course
- ✚ Increased work effectiveness for individuals through better understanding and application of the key responsibilities involved in this job role.
- ✚ Workbook with practical exercises and individual notes to ensure that the skills learnt on this course will be successfully applied in the workplace.

COURSE START TIME: 09:30hrs – 16:30hrs

DURATION: 1 day

activitygroup

Putting energy, passion and a positive attitude into the NHS workplace

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