



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

By Professor Rob Anderson

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

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