



Instructor: **Phyllis A. Spriggs, SPHR, SHRM-SCP**, is a certified Human Resource professional. Phyllis draws on 30+ years of leadership experience in all aspects of human resources, organizational development, sales, and marketing with nonprofit, small business and corporate organizations. Phyllis spent the majority of that career in the top HR position at a leading healthcare organization with 1,100 employees, and she served as president of the Oklahoma Healthcare HR Association. She enjoys coaching, advising, developing managers and employees, and creating processes to enhance employee leadership and engagement, develop positive work environments, and make businesses stronger.

Customer Service for Healthcare Professionals

Don't lose clients and patients to bad first impressions or consistently poor customer service. Instead, achieve your goal of care delivery excellence by registering today for ICTC's Business Forum: Customer Service for Healthcare Professionals. April.Murelio@ictctech.com, 918-348-7945.

Why doctors, nurses, office managers, administrative staff, technicians, and all healthcare practitioners should attend: customized and implementable solutions to improving customer service.

Forum take-away includes:

- How healthcare customer service differs from other types of service interactions, and why those differences matter to the growth and health of your practice
- Identify and reap the benefits of good customer service—internally and externally
- Techniques for making positive, lasting impressions
- Strategies for improving relationships with customers
- Communicate more effectively to retain existing customers and attract new business
- Tips for effective service recovery (win those clients back; turn negative social media reviews into customer referrals).

\$54, lunch & materials included | Contact for Dates & Times | MSK Campus, Bld. C, Rm. 100

CONTACT TO REGISTER

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