

Golden Moments™

Hospital-ity Strategies to Enhance the Patient Experience

Training | Keynote



Attitude



Customer Service
& Sales

Part One - "Managing Others to Create Golden Moments"

Agenda

Project 1 - "Creating *Golden Moments*"

- What reactions and changes are needed for your staff to complete the program?
- What are the key strategies that are most appropriate or important to your team?

Project 2: Your Employees as Customers

- What do your employees expect of you, the supervisor or manager?
- Why is it important to meet your employees' expectations?

Project 3: Recognizing *Golden Moments*

- What behavior or action could an employee take to merit a "*Golden Moment*"?
- What can you do or say to recognize a *Golden Moment Maker*?

Project 4: Involving Your Residents

- How could you get them to participate in this recognition program?

Project 5 - Coaching for *Golden Moments*

- Critical Do's and Don'ts when giving corrective feedback

Project 6: Going for the "GOLD"

- Strategies for keeping the enthusiasm
- Your action plan to manage for "*Golden Moments*"

Assignments

- Schedule your staff through *Golden Moments* (parts two and three)
- Incorporate/Create a *Golden Moments* Recognition Program
- Make "*Golden Moments*" with your residents and co-workers
- Recognize at least 2 *Golden Moment Makers*!

Target Audience

All Directors, Managers, Supervisors and Leads

Length

Keynote: 30-60 minutes

Training: 3 hours

Material Options

Regular: Handouts at \$3/per person

...Continued

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Part Two - "Creating Golden Moments"

Agenda

- Project 1 - Empathize with Your Residents
- Project 2 - Experience Residents' Frustration
- Project 3 - Understand Residents' Expectations
- Project 4 - Communicate Your Best Impression
- Video: "The Guest" - 5 steps for treating residents like guests at "home"
- Project 5 - Top 10 Do's and Taboos for Making "Golden Moments"

Target Audience

All Employees, Mixed Departments

Note: Schedule Part Three within 3 months after Part Two.

Assignments

Make daily "Golden Moments" with your residents and co-workers

Recognize at least 2 *Golden Moment Makers* BEFORE Part Three

Material Options

Regular: Handouts and materials for sensitivity training at \$3 per person

Length

90-minutes, scheduled throughout the day(s)

Part Three - "It's All Up to YOU!"

Agenda

- Project 1 - What "Golden Moments" Did you Make or Observe
- Project 2 - Review your Guiding Statements (Mission, Vision, Values)
- Project 3 - A Snapshot of Your Team's Performance
- Project 4 - The ABC's of Resident's Expectations
- **C Service** - What are your regular routine responsibilities with the residents?
- **B Service** - What can you do to go beyond what is expected?
- **A Service** - What can you do to delight the residents with something unexpected?
- Project 5 - WII.FM (What's In It For Me?)
- Project 6 - It Is All Up to YOU!
- Project 7 - The Starfish Story - YOU Make a Difference!

Assignments

Make daily "Golden Moments" with your residents and co-workers

Continue to recognize *Golden Moment Makers*!

Target Audience

All Employees, Grouped by Department with Supervisor/Manager

Length

90-minutes, scheduled throughout the day(s)

Prerequisite

Participated in "Creating Golden Moments" training

Material Options

Regular: Handouts and Golden Star pin at \$5 per person