

Building Leadership Skills That Foster Service Behaviors

Workshop Objectives

- Recognize the link between employee satisfaction and profitability
- Understand the cost of turnover and the financial value of retention
- Identify specific leadership behaviors that build credibility with staff
- Take home tactics to build leadership skills that will enhance service behaviors

Leadership skills are the backbone for any cultural change. Let Kristin Baird help you start planning some practical steps for fostering an environment that encourages change. Baird's strategies will help you shape positive attitudes among employees and reap the benefits of greater patient satisfaction. Her fast-paced session will leave you with a multitude of ideas that you can begin to implement today.

Program Format:

Presented as either a 90-minute seminar or a workshop, this program will help participants recognize the importance of understanding the patient experience and use that understanding to creatively change old behaviors.

Audience:

Senior leaders, managers, supervisors and front-line staff will benefit from the examples presented in this program.

About the Presenter:

Kristin Baird is president of Baird Consulting. A nurse, author and consultant, Baird brings her multi-faceted background into every dimension of training. Her knowledge of customer service combined with an engaging personality is a winning combination for effective, memorable training.

If you'd like to learn more about coaching for service excellence, call Baird Consulting at 920-563-4684 or 1-866-686-7672.