



Hardwiring Service Excellence and Reconnecting with Purpose Workshop

Tuesday July 7, 2009 9:00am to 12:00pm

*Presenter: Service Excellence and Studer Champion
Germaine McAuley*

ATTENTION: ADMINISTRATORS - EXECUTIVE DIRECTORS - MANAGERS - NURSES SOCIAL WORKERS - ANYONE WHO SERVES PATIENTS/RESIDENTS/CLIENTS AS CUSTOMERS

This workshop will provide employees and leaders with tools, materials and strategies for improving the patient and employee experience.

Reconnect with your purpose and reason for going into healthcare in this motivational presentation. Learn how to become a service excellence leader.

Leaders will learn about performance management and tools for managing high, middle and low performers. Employees will learn what it means to become an invaluable high performer and achieve and maintain job security.

Participants will receive:

- Instructional material
- 1:1 mentoring and education
- Tools for achieving success in their personal and professional life

Join the C.A.R.E.S. team as we help you reconnect with purpose and give you the tools to advance in your journey.

REGISTRATION - PLEASE PRINT CLEARLY AND RETURN WITH YOUR PAYMENT OF \$79.00

Registration at and continental breakfast at 8:30am.

Name _____ Title _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

Email _____

Organization/Facility _____

C.A.R.E.S.

“Partnering for the Future”

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