

The Six Secrets of **World Class Family Centered Care™**

MISSION:

To create a loving, compassionate experience,
for every client and Family, every time, no exceptions.

YOU WILL LEARN HOW TO:

- ▶ Engage and Empower everyone to deliver loving compassionate service.
- ▶ Identify your client/family expectations and, by satisfying them, create lifetime customer loyalty.
- ▶ Read and respond to your client's hidden needs through the power of non-verbal communication.
- ▶ Understand the real reasons clients/families complain and how to practice the Service Recovery Golden Rule "mess-up, fess-up and dress-up."
- ▶ Tap into your personal power to win over the most difficult people.
- ▶ Empower co-workers to provide exceptional customer service by using the "Greatest Management Principal in the World."
- ▶ Gain a competitive advantage with the "Power of Excellence" in your professional career and personal life.
- ▶ Gain commitment, ownership and buy-in from every employee, every time, no exceptions.

SEMINAR ATTENDEES SAY IT BEST:

"Brian is the Norman Vincent Peale of Customer Service."

– *Debbie Wagner*

"It was a wonderful presentation. The importance of customer service - things that aren't important to you may be significant to others."

– *Syed Haq, Programmer, Empire Medicare Services*

"Today's presentation was an excellent blend of common sense and enthusiasm. It takes one of our core values/objectives and provides us with a doable action plan."

– *Julie Riddick, Clinical Resource Mgmt, Emanuel Medical Center, CA*

"Brian Lee CSP was the #1 rated customer service speaker in the world for two consecutive years."

– *International Customer Service Association*



Brian Lee CSP
Healthcare's
Mr. Loyalty

