

# Inspiring Service Excellence™

## **MISSION:**

Unleash your hidden power to Motivate and Empower!.

## **YOU WILL LEARN HOW TO:**

- ▶ Influence, persuade and motivate others to deliver a world class patient experience
- ▶ Understand how to leverage the core facts of HCAHPS & Value-Based Purchasing to maximize patients satisfaction and payer reimbursement
- ▶ Master the art of personal power to cause others to take action
- ▶ Ask the single question, that can get everyone re-focused on providing compassionate, caring and unconditional service
- ▶ Deliver exceptional customer satisfaction to every patient, every time, no exceptions!

## **SEMINAR ATTENDEES SAY IT BEST:**

“I am totally inspired by your ideas and presentation. Thank you!”  
– Mary Rogers, St Catherine Hospital, Garden City, KS

“Inspiration to Lead... really got my attention and will work on focusing on people that inspire me and trying to inspire others. Lead by example.”  
– Melanie Devora, Communicare Health Centers, San Antonio, TX

“Brian is unbelievable – His presentation is one that truly life-changing. He rocks the audience with his energy. Most of all, he is sincere; you never doubt it for a moment. Not just a great speaker, but a great inspiration!”  
– Healthcare Professional, HealthCare Service Excellence Conference, January 28, 2011

