

Delivering Service Excellence for Community Care. Join this course to understand and appreciate the importance of effective service communication.

Course Objectives

This 2-day programme aims to help frontline staff (individual contributor) understand and appreciate the importance of effective service communication. Learn how to communicate the desired emotions/feelings in verbal and non-verbal communications.

The service tools and skills are designed in accordance with AIC Service Quality Toolkit for the Community Care Sector with the aim to:

- Build a Positive Service Culture and
- Provide tips and tools for Staff to deliver Person-centred Care

Note: The service principles, skills and techniques are facilitated from an individual contributor's role and perspectives with actual case examples deployed to learn and practice with.

Target Audience

Support Care Staff, Allied Health Professional, Enrolled Nurse, Registered Nurse

Course Time

1 & 2 Feb 2021 (2 days), 9am - 6pm

Course Fee: \$415.16 (Including GST) Prevailing course fee subsidy at 90% for Singaporeans/PRs and 45% for Work Pass Holders working in eligible community care organisations.

Training Methodology

Skills practice, facilitated classroom training, role play, small group discussions, case studies, experiential learning activities

Trainers' Profile

Khng Teck Khoon (TK) has more than 20 years of experience in Learning & OD Management. As a facilitator, course developer and team manager, he is people-centric in leadership and an empathetic communicator. His domain expertise includes Culture & Change Management, Leadership and Customer Experience. He has been facilitating programmes for the Community Care sector for the past 5 years, including AIC, Ling Kwang Home and Singapore Christian Home.

Bernard Khoo has more than 15 years of experience in the luxury hospitality and fashion media industry. He brings his rich experience into facilitation and specializes in Customer Experience training in both private and public sector. He is also experienced in research and diagnostics adding fresh perspectives in his workshops.

Course Outline (2 days)

Day	Course Dates	Course Outline
		• Zoom Session
• 1	Feb 1	Module 1: Building a Culture of Service Excellence <ul style="list-style-type: none">• Adopt a positive mindset towards service excellence• It is everyone's responsibility Module 2: Delivering People-Centred Care <ul style="list-style-type: none">• Being aware of that service experience is meeting both the physical and emotional needs Module 3: Becoming an Engaged & Empowered Service Professional <ul style="list-style-type: none">• Leverage on the Circle of Influence• Communicate effectively – Apply the 3Vs and 3Rs of Empathy
• 2	Feb 2	Module 4: Managing Challenging Situations using the CLEAR Approach

Venue

📍 Zoom online platform

Enquiries

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