

**Managing Service Excellence for Community Care.** Join this course to upgrade and enhance your service excellence and people engagement skills.

## Course Objectives

This 2-day programme aims to upgrade and enhance the service excellence and people engagement skills of team leads/ supervisors, managers and HODs. It equips participants with the skills and techniques to interact and connect with clients, clients' family members and their next-of-kin more effectively to improve the image of community care and thereafter enhance the overall service experience.

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

## Training Methodology

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



## Course Outline (2 days)

Day	Course Dates	Course Outline
<b>• Zoom Session</b>		
• 1	Feb 9	<p>Module 1: Building A Culture of Service Excellence</p> <ul style="list-style-type: none"><li>• Taking the lead to build a service culture</li><li>• Adopt a new mindset and competencies</li><li>• Encourage staff to take ownership</li></ul> <p>Module 2: Develop People-Centred Care</p> <ul style="list-style-type: none"><li>• Being aware of that service experience is meeting both the physical and emotional needs</li></ul> <p>Module 3: Becoming an Engaged and Empowered Service Leader</p> <ul style="list-style-type: none"><li>• Giving feedback using the BOFF Method - Constructive/Positive</li><li>• Managing performance issues</li><li>• Communicate effectively – Apply the 3Vs and 3Rs of Empathy</li></ul>
• 2	Feb 10	<p>Module 4: Managing Challenging Situations</p> <ul style="list-style-type: none"><li>• Manage and communicate adverse outcomes</li><li>• Support and guide staff in applying the CLEAR approach</li></ul>

### Venue

 Zoom online platform

### Enquiries

 6370 7115  [marcus.er@hmi.com.sg](mailto:marcus.er@hmi.com.sg)

## Target Audience

Senior Therapist/Principal Therapist, Nurse Manager/Nurse Clinician/Nurse Educator Executive/Senior Executive Manager, Allied Health Professional, Corporate Services Staff

(Recommended for any Team Leads and Supervisors fronting service)

## Course Time

9 & 10 Feb 2021 (2 days), 9am - 6pm

**Course Fee:** \$466.52 (Including GST) Prevailing course fee subsidy at 90% for Singaporeans/PRs and 45% for Work Pass Holders working in eligible community care organisations.

## Trainers' Profile

**Angie Davy** has more than 25 years of experience in human capital development, specializing in Organisational Development (OD) initiatives in leadership, team development, service excellence, change management and organisational learning. She has led teams in multiple projects across different sectors in leadership, service and culture transformation.

**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.



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