

# Partners in Wellness™



## Help is on the way.

The first step for many of your patients is the phone call. They need help and often that help begins with a phone call to your facility.

However, what happens during that phone call? Is your intake team focused on the needs of the caller, asking the right questions and inviting them in for an appointment? Are they empathetic, focused and professional?

Or are they simply answering the callers' questions and hoping the caller will follow up with an appointment. We find that many intake advisors are focused on the operational component of the interaction rather than the experiential.

Your employees must quickly establish a relationship of trust and confidence and bring assurance that your facility is the one that can help them. They must skillfully convert that inquiry to a confirmed appointment. There needs to be compassion and concern so the caller feels comfortable moving forward with the next step.

Signature's Partners in Wellness™ is a customized program that teaches the skills required to create that exceptional experience. Signature has been helping our clients since 1986 build value and advance relationships through creative and interactive training and reinforcement programs.

Partners in Wellness is a fun, unique and empowering training solution that gives participants the skills, motivation, and support they need to make every customer encounter a positive one. Through a variety of techniques including breakout sessions and role-plays your team will learn how to:

- Quickly assess the caller's needs and provide value once it is determined your organization can help them.
- Build a trusting relationship through empathy and professionalism.
- Convert the call into an appointment.

## Description

In this program, Signature teaches intake advisors and others a proven process for servicing inquiries, quickly building relationships and securing the appointment. It is designed to develop buy-in to the importance of each employee's role in creating a positive experience for your customer:

The customized program teaches specific skills that provides you a competitive advantage and helps your employees manage the interaction. Almost 70% of the training is activity based so participant will have plenty of opportunity to practice the skills.

The training is available in an onsite and distant learning format.

## Who Should Attend?

Anyone who responds to customer inquiries (over the phone, in person, and electronically) and their supervisors/managers.

## Learning Objectives

Through a variety of techniques, including role-plays, discussions and breakouts, employees will learn when, how and why to:

- Establish rapport with callers
- Identify prospective customers' needs
- Build value in your facility
- Ask for the appointment
- Deliver exceptional service with concern, proficiency and confidence

## What's Next?

Contact us at (800) 398-0518 to learn more about this dynamic and unique program.

