

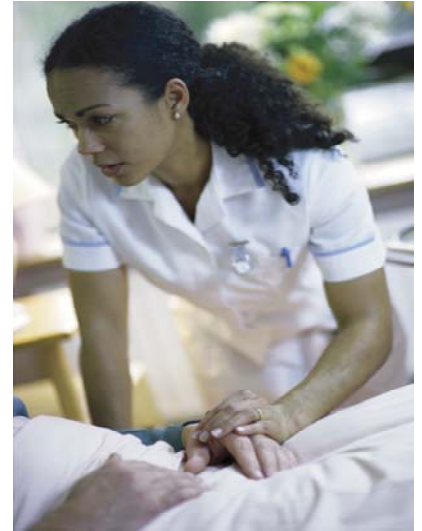
Integrity Healthcare Services

Supporting Service Cultures in Healthcare

Integrity Healthcare Services, Inc. partners with healthcare organizations to create a culture where employees, patients and other customers are valued and treated with respect. Our approach:

- Engages and involves leaders, managers and supervisors
- Helps create an environment where employees feel appreciated
- Improves patient satisfaction and loyalty
- Aligns systems and processes to support service training

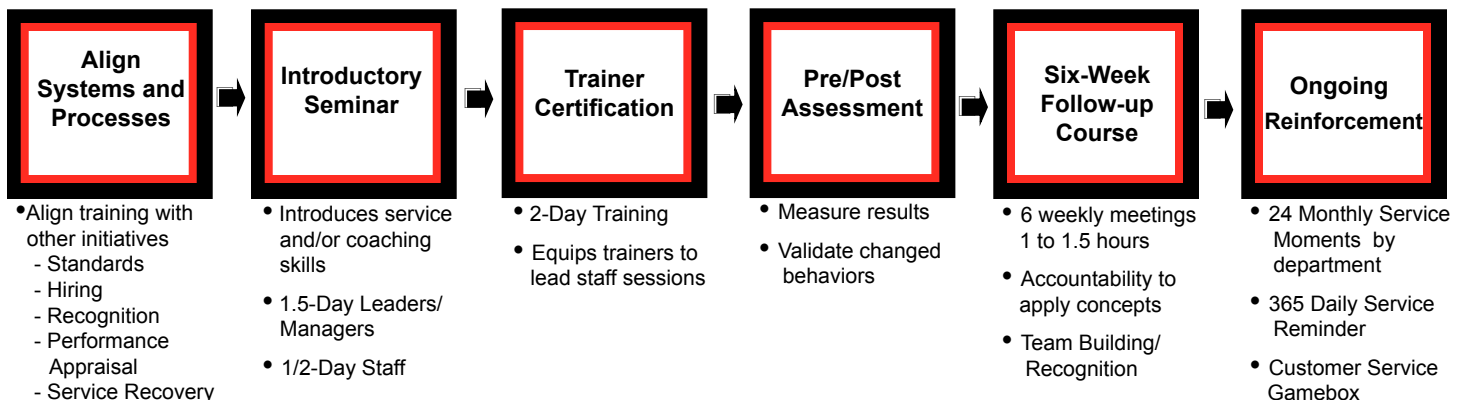
The Customer® is a comprehensive training curriculum that supports positive customer-focused behaviors. Through unique learning dynamics, service skills and attitudes are practiced, rewarded and reinforced.



Why The Customer® Is Different

- **Structured Follow-Up** Accountability to practice concepts until new behaviors are formed.
- **Managers Model and Coach** Engages leaders, managers and supervisors to reinforce positive behaviors through supportive coaching.
- **Employee Focus** Enhances teamwork and job satisfaction.
- **Self-Leveling Principles** Principles-based concepts easily applied by everyone in the organization.
- **More Than Skills** Stresses attitudes, motives and values as a key component of service delivery.

Implementation Timeline



What People Learn

All Employees	Leadership, Managers and Supervisors
To identify and serve internal and external customers A simple communication model - G, VAL, HI Problem solving skills that support service recovery How attitudes, motives and values affect service To communicate with different types of people	To model and coach service behaviors A supportive coaching system To create a culture where staff feel appreciated To recognize and reward customer-focused behaviors Strategies for ongoing reinforcement

Benefits to Your Organization

Other healthcare clients have mentioned the following benefits:

- Improved employee satisfaction
- Increased patient satisfaction
- Better communication between departments
- Improved managers/staff relationships
- Stronger teamwork
- Employees feel a greater sense of purpose

Invitation to Experience The Customer®

We invite interested organizations to understand the uniqueness of The Customer® through a hands-on experience. Once each quarter in Nashville, Tennessee, we host a two and one-half day seminar that you can attend without any investment except travel. Call for upcoming seminar dates and a more detailed agenda.



For more information, contact

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