

Manning

CONSULTING & TRAINING

PROGRAMS

Business & Leadership Seminars



Looking to take your business to a new level of customer service satisfaction? How do you build a great team and keep them?

Impressions are made within the first three minutes! In customer service the first impression is often the lasting impression.

Donna's customer service training programs are proven successful.



Business & Leadership Strategic Action Plan Objectives

- Skilled, Committed, and Highly-Motivated Workforce.
- Accurate and Predictable Outcomes.
- High-Value business solutions.
- Confident, informed consumers.
- Collaborative Partnerships.
- We provide leadership in business, partnerships, community, and related issues based on sound public policy, the best available science, and efficient management.
- We want to be recognized as a dynamic organization that is able to efficiently provide the integrated program delivery needed to lead a rapidly evolving business environment. Strategic Plan Framework.

This Months Featured Seminar:



Unleashing Your Leadership Power

Tired of hearing how to be a great leader/manager? Bored with all the customer service trainings? The number one reason for employee turnover could be related to leadership? Result driven outcomes have an entirely different focus. Everyone on your team can be a leader!

Fantasy leadership fails. Transform your thinking on leadership/management and see results. "The secret" is focusing on what you want more of! Behaviors will shift to willingness and confidence. You will be able to expect positive outcomes as a result of training everyone on your team to lead. Propel your team toward long lasting success! This is not a rah-rah session. Come prepared to be inspired to go back to your facilities with an action plan that works!

OBJECTIVES:

- Learn transformational ideas and principals to have a clear understanding of what it takes to have long lasting behavioral changes.
- Discover how to have a whole team of confident leaders that support each other resulting in long term relationships.
- Learn appreciative leadership strategies that will increase your leadership skills and increase energy and inspire your team to take action.
- Understand how to build an effective leadership team and keep it that way.

WARNING: This is a high energy session and you will need to come prepared to be energized and inspired to make a transformation in your leadership skills. This is a great session to have your team members present to learn with you!

Five Simple Rules of Team Retention

This session is dedicated to providing practical tips on creating the highest level of team retention while also increasing the fun factor for all coworkers. When it comes to rewarding your employees, cash is king—but only for a few hours. Money is not a long-term motivator. Utilizing appreciation for a job well done, mixed with fun will result in loyal, harder working employees.

Discover how using appreciation and humor will create team spirit. Creativity and innovation should be encouraged for improving the effectiveness of your department. Above all, it is up to you to keep work fun. This session will provide practical tips on how to commit to have fun while providing the best care with quality and respect. Role model what you expect from others.

OBJECTIVES:

At the completion of this program, the attendees will be able to:

- Identify strategies on increasing appreciation as a leader increasing outcomes.
- Demonstrate appreciation skills with team retention outcomes.
- Implement techniques on how to increase the fun factor in your area of expertise.
- Identify and develop skills in using humor and projecting a positive outlook as an educational tool.

Seven Proven Tips for Living With A Positive Attitude Seven Days A Week

Humor and A Positive Attitude is a great combination! This program encourages each of us to choose to live everyday with a positive outlook and a "generosity of spirit". Humor helps us get through many tough situations and is a great tool to possess in our tool belt of life. A positive attitude is contagious and can be spread around. Don't let the negative attitude germ infect you or your facility. This is an excellent program to assist in times of difficult changes, to improve business or team attitudes or personal development for leaders or for entertainment. Learn practical approaches for living with a positive outlook sandwiched between light hearted humor and inspiration.

OBJECTIVES:

- Apply at least seven tips on successfully living with a positive attitude
- Learn valuable techniques in keeping life in balance, work, home, clients and patients
- Identify how to limit negativity and increase a positive environment
- Identify negative behaviors before they become a problem

Life is a series of changes, successes, challenges, happy times and times of sorrow. The foundation of a positive attitude begins with ourselves. Discover the many benefits of having a good sense of humor and a positive attitude at home, work or play. Don't choose to let a bad attitude block your way. Classes may include combinations of group interaction or training sessions. All classes are customized for each event or facility ~ here are some sample programs:

*Humor In The Work Place, Lighten Up!

*Team Building, Be A Part Of The Team.

*Positive Attitude And Award Winning Customer Service.

*Keeping Your Positive Attitude Bank Account Balanced.

Score Points with an Award Winning Team and Be Number One in Customer Service

Your facility needs to be well known for exceeding expectations in customer service. Make your mark by having a team that works together in every department! Pull your team together and you will maximize the results. What is the "team attitude" in your facility? Is it "one for all and all for one" or do you have those who are pulling the team down? If the team isn't happy, chances are you have unhappy customers. Broaden the vision your team has and see instant results. Set your goals and together as team make it happen. Get the momentum going. Your facility can be ahead of the game in customer service. Overcome staffing and customer service obstacles and be head and shoulders above the rest.

OBJECTIVES:

- List and apply at least seven steps in winning the customer service game
- Learn how to keep the motivated team players and be able to evaluate if there needs to be team turnover
- Master the key to peak performance resulting in the "best" customer service your facility can provide
- Apply the seven coaching rules for maximizing your team outcomes while keeping the vision for future goals

Turning Management Nightmares Into Successes

Rosalyn Carter said, "If you doubt you can accomplish something, then you can't accomplish it. You have to have confidence in your ability, and then be tough enough to follow through."

As a manager/leader, not only do you have to be confident in your ability but your team needs to have confidence as well! In this session, participants will learn five proven techniques to improve effectiveness at job coaching, performance reviews and problem solving. Learn how to strategically take your team to the top! This session breaks through management barriers by providing practical approaches for developing your own winning management style, improved ability to motivate and empowering yourself and your team.

Attendees will recognize the difference between managing and being a leader. Learn proven techniques to keep staff motivated and working together which will result in pay offs in production, team attitude and the bottom line.

When goals are clear and meaningful to people, training takes on new direction and is more likely to produce the desired results. The feedback you give your team about their work performance is fundamental to their motivation. They should know what they do well, what needs to be improved and what is expected of them in the future. Staff recognition is one of the greatest tools for boosting an employee's motivation level.

Keeping the energy high and incorporating fun takes a little thought, but there are many simple and inexpensive ways to do this. This session will provide you the necessary tools to get the job done effectively with a greater sense of accomplishment for you and your team.

OBJECTIVES:

At the completion of this program, the participants will be able to:

- Identify their own management/leadership style and build upon their strengths and weaknesses to achieve success for themselves and their team.
- Implement at least five strategies for effective job coaching, rather than counseling, and performance reviews.
- Communicate job expectations clearly, effectively and apply practical approaches for team problem solving and conflict resolutions.
- Create a work environment that allows creativity and fun.

Donna will use lecture, power point (if LCD available), handouts, group activities, role-play and question/answer.

Health Care Consultant Becomes the Dreaded Family Member

Are you missing critical components in your team's day to day behavior? Do you have the "daily" routine blinders on so tight that you become blinded by simple common courtesies that your new admission and family need? Are your residents and families judging you and your facility by the first impression at admission? There remains so much more that facilities can do to have instant customer satisfaction. Relationship and trust building begins from the moment of the initial tour to the first day of admission in your facility. Even the best teams will fail without these critical components in customer service. Learn how implementing simple strategies will have everyone on your team working together with the same vision and goals. Donna is considered an expert with extensive history training and consulting facilities on resident and family customer service satisfaction. Suddenly without warning Donna became "the family member"! Donna incorporates first hand "family member" experience giving this session an insider perspective! It is one thing to train on customer satisfaction and yet another to have experienced it firsthand. Tips and techniques provided in this session are practical and guaranteed to improve your quality rating scores.

At the conclusion of my presentation, the participant will be able to:

- Develop key systems for your teams for positive customer service outcomes.
- Identify and implement simple behaviors' to build relationships with current and potential resident & families.
- Implement skills that will have your resident and families marketing for your facility.
- Develop customer service assessment tools that are "spot on" with accurate reporting.

The Seven Keys to Exceptional Customer Service Every Day

Every business has some level of “customer service” the key however is consistent exceptional customer service 24 hours a day. The problem with customer service is the consistency in the level of customer service provided on a daily basis. The level and method of customer service you provide will be the deciding factor of your success. We as care providers will always have customer care focus. There are thousands of customer service training programs. This program provides the keys to not only understanding exceptional customer service but also how to implement from the bottom up! You have heard of the trickle down effect, this program trickles up! Lets face it, upper management/leaders have been inundated with customer service lectures, programs, mission statements and training. We all know that leadership starts at the top. What a concept that exceptional customer care starts at the bottom. Every team member has the power to provide exceptional customer service given the training and inspiration to adopt the passion for a culture of caring.

OBJECTIVES:

Participants will be able to;

- Implement seven proven keys to consistent exceptional customer service standards that will set your facility apart from others increasing your competitive edge and reputation.
- Train, coach and measure levels of customer service and hospitality resulting in team retention and increased signature service.
- Develop a clear action plan for an aligned culture for exceptional customer service that will spread throughout the community.

This program incorporates interactive group activities, facilitated group discussion and role playing. Attendees will receive customer service tracking and performance tools.

Communication Conquers Chaos

Did you hear What I Said? Poor Communication Creates Chaos!

In this program, attendees will learn the importance of communicating effectively for increased production, decreased stress and better organizational outcomes. People can perceive what they hear differently from what is intended. Mean what you say and say what you mean! Learn to incorporate speaking and listening tools that will decrease confusion and increase understanding of what you are really saying. Get your message across loud and clear.

OBJECTIVES:

At the completion of this program the attendees will be able to:

- Immediately incorporate more effective communication skills in daily work situations.
- Communicate information and convey ideas more effectively thru a means of mutual understanding.
- Utilize a variety of skills to communicate with different personality types.
- Speak with purpose thru effective communication.

Stress Who Needs It? Overcoming the Stress.

Work place stress is one of the biggest causes of employee absence. Stress is often an underlying symptom of other issues. The key to stress is how we manage it and understanding stress is not one size fits all. Many of us have different reactions to stress and often experience inertia with stress. Additionally stress is different department to department. Band Aid approach for stress is often not successful. Break free of the bonds of stress by taking control. Employers have a responsibility to offer tools in stress management and having multiple tools is essential. This session will provide the tools you need to identify risk factors, understand, assess, and implement techniques to reduce stress reactions.

OBJECTIVES:

At the completion of this program the attendees will be able to:

- Identify risk factors and understand the reasoning or cause of the stress reaction.
- Develop tools and skills to be able to manage risk factors related to stress.
- Implement successful surveys and check lists to develop stress management training.
- Develop systems of evaluating stress reduction programs.



For questions and inquiries contact Donna Manring at:

Phone: 608.225.0126 Fax: 608.838.9463

Email: info@donnamanring.com