



You must print out your own course materials! None will be available at the class. Click on the link below to access:

www.tchpeducation.com/coursebooks/coursebooks_main.htm

If the link does not work, copy and paste the link (web page address) into your internet browser. Available 1 week prior to class.

Tools to Improve Customer Service Skills

February 19th, 2019

7:30 a.m. – 4:00 p.m.

Minneapolis VA Health Care System –
Room 4U.106 (in the Medical Library)

Description/Learning Outcomes

We all know how important excellent customer service is, but what does it really mean? Real Colors® will help you understand human behavior, allowing you to improve and enhance your personal and professional relationships. In the afternoon, you will build new skills and improve customer service through understanding your customer's needs, team building and developing and strengthening the customer service process. The day ends with learning new techniques for helping others to develop their own customer service skills. The learning outcome is for the learner to self-report an improvement in their knowledge base and critical thinking skills related to communication styles and customer service.

Target Audience

This program was designed for *anyone* who interacts with patients and their families in a health care organization; from the information desk, security, nursing, and others. All are encouraged to attend.

Schedule

7:30 – 7:45 a.m.	Registration	
7:45 – 8:15 a.m.	Introduction	Lynn Duane
8:15 – 9:45 a.m.	Real Colors®	Kellie Schoolmeesters/Kim Wallick
9:45 – 10:00 a.m.	Break	
10:00 – 11:45 a.m.	Real Colors®	Kellie Schoolmeesters/Kim Wallick
11:45 – 12:30 p.m.	Lunch	
12:30 – 1:45 p.m.	Connecting with Our Customers	Lynn Duane
1:45 – 2:00 p.m.	Break	
2:00 – 4:00 p.m.	Teambuilding and Coaching for Superior Customer Service	Lynn Duane

Continuing Education Credit

For attending this class, you are eligible to receive:	<p>7.00 contact hours</p> <p>Criteria for successful completion: All participants must attend the program and complete an online evaluation form to receive contact hours. Note that you must attend the ENTIRE activity to receive contact hours.</p> <p>The Twin Cities Health Professionals Education Consortium is an approved provider of continuing nursing education by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.</p>
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Please Read!

- Check the attached map for directions to the class and assistance with parking.
- Certificates of attendance will be emailed to class participants once the online evaluation is completed.
- You should dress in layers to accommodate fluctuations in room temperature.
- Food, beverages, and parking costs are your responsibility.
- If you are unable to attend after registering, please notify the Education Department at your hospital or TCHP at 612-873-2225.
- In the case of bad weather, call the TCHP office at 612-873-2225 and check the answering message to see if a class has been cancelled. If a class has been cancelled, the message will be posted by 5:30 a.m. on the day of the program.
- More complete class information is available on the TCHP website at www.tchpeducation.com.

Minneapolis VA Health Care System –4U-106

One Veterans Drive
Minneapolis, MN 55417

Directions to the MVAHCS

From the East (St. Paul): Take 35E south to West 7th/Highway 5 exit. Turn right at the top of the exit ramp. Continue on 5 to the Fort Snelling exit and stay to the right as you follow the exit around. You will “Y” into traffic coming from the Mendota bridge. Move to the right and exit on 55 west. As you exit on 55 west, it will “Y” almost immediately. Stay to the left and go straight through the stoplight. You will be on Minnehaha. Follow Minnehaha to the stoplight in front of the VA and turn left into the parking lot. If you miss the “Y” continue to the next stoplight (54th) and turn left. Go to stop sign (Minnehaha) and turn left again. Go to the stoplight in front of the VA and turn right into the parking lot.

From the Southeast: Take 35E to 110 west. Take the 55 west/Fort Snelling exit. Go to the far righthand lane as soon as you exit to continue on 55 west. Go over the Mendota Bridge, move to the right lane and exit to follow 55 west. As you exit on 55 west, it will “Y” almost immediately. Stay to the left and go straight through the stoplight. You will be on Minnehaha. Follow Minnehaha to the stoplight in front of the VA and turn left into the parking lot. If you miss the “Y” continue to the next stoplight (54th) and turn left. Go to stop sign (Minnehaha) and turn left again. Go to the stoplight in front of the VA and turn right into the parking lot.

From the North: Take 35W south to 62 east. *Follow directions below.

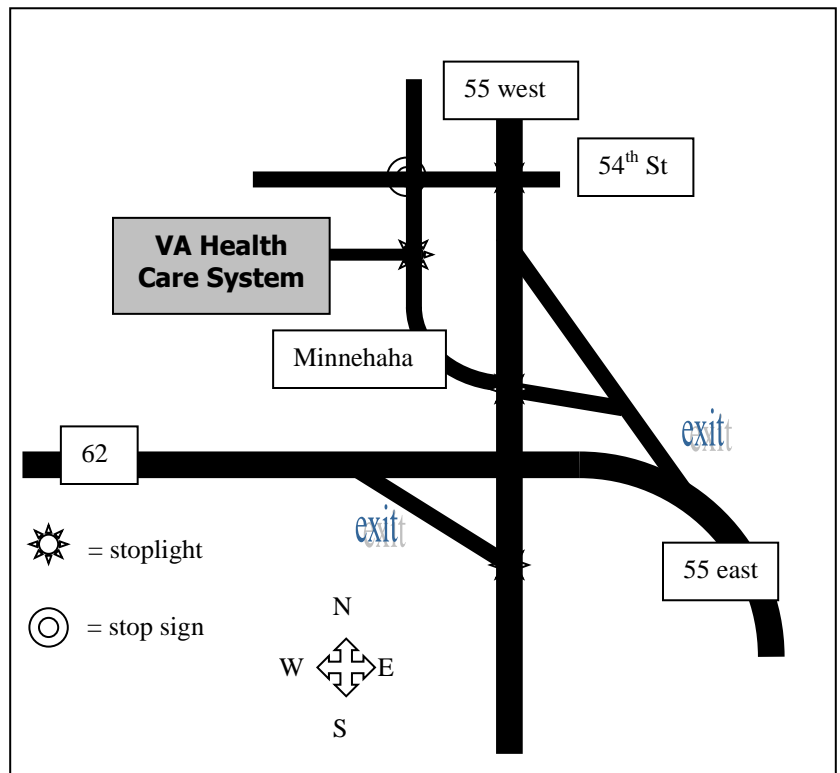
From the South: Take 35W north to 62 east. *Follow directions below.

From the West: Take 494 east to 35W north. Take 62 east. *Follow directions below.

***Directions, continued:** Get into the right lane on 62 and exit on 55 west. At the top of the exit ramp, turn left to continue on 55 west. Go to the stoplight (Minnehaha) and turn left. Follow Minnehaha to the stoplight in front of the VA and turn left into the lot.

For All: Park in the Visitor’s Parking Lot to the left (parking is free). Enter through the outpatient entrance and take the elevator to the 4th floor. Enter the Medical Library that is next to the bank of elevators. 4U-106 is located at the back of the library.

Light Rail Transit: The LRT line stops right in front of the VA. Feel free to utilize the park and ride lots and take the LRT to the VA. Go to the LRT website for information about where to park, fares, and how to ride:



<http://www.metrocouncil.org/transit/rail/index.htm>