

Golden Moments

Hospital-ity Strategies to Enhance the Patient Experience

Training | Keynote



Part One – “Managing Others to Create Golden Moments”

Agenda

Project 1: *Creating Golden Moments*

- What reactions and changes are needed for your staff to complete the program?
- What are the key strategies that are most appropriate or important to your team?

Project 2: Your Employees as Customers

- What do your employees expect of you, the supervisor or manager?
- Why is it important to meet your employees' expectations?

Project 3: Recognizing *Golden Moments*

- What behavior or action could an employee take to merit a *Golden Moment*?
- What can you do or say to recognize a *Golden Moment Maker*?

Project 4: Involving Your Residents

- How could you get them to participate in this recognition program?

Project 5: Coaching for *Golden Moments*

- Critical Do's and Don'ts when giving critical feedback

Project 6: Going for the “GOLD”

- Strategies for keeping the enthusiasm
- Your action plan to manage for *Golden Moments*

Assignments

- Schedule your staff through *Golden Moments* (parts two and three)
- Incorporate/Create a *Golden Moments* Recognition Program
- Make *Golden Moments* with your residents and co-workers
- Recognize at least 2 *Golden Moment Makers*!

Target Audience

All Directors, Managers, Supervisors and Leads

Length

Keynote: 30-60 minutes

Training: 3 hours

Material Options

- Handouts

Continued...

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Attitude

Part Two – “Creating Golden Moments”

Agenda

- Project 1 - Empathize with Your Residents
- Project 2 – Experience Residents’ Frustration
- Project 3 - Understand Residents’ Expectations
- Project 4 - Communicate Your Best Impression
Video: *The Guest* - 5 steps for treating residents like guests at “home”
- Project 5 - Top 10 Do’s and Taboos for Making *Golden Moments*

Target Audience

All Employees, Mixed Departments

Assignments

- Make daily “Golden Moments” with your residents and co-workers
- Recognize at least 2 Golden Moment Makers BEFORE Part Three

Length

90-minutes, scheduled throughout the day(s)

Material Options

- Handouts
- Materials for sensitivity training

Note: Schedule Part Three within 3 months after Part Two.

Part Three – “It’s All Up to YOU!”

Agenda

- Project 1 - What *Golden Moments* Did you Make or Observe
- Project 2 - Review your Guiding Statements (Mission, Vision, Values)
- Project 3 - A Snapshot of Your Team’s Performance
- Project 4 - The ABC’s of Resident’s Expectations
- **C Service** – What are your regular routine responsibilities with the residents?
- **B Service** – What can you do to go beyond what is expected?
- **A Service** – What can you do to delight the residents with something unexpected?
- Project 5 - WII.FM (What’s In It For Me?)
- Project 6 - It Is All Up to YOU!
- Project 7 - The Starfish Story - YOU Make a Difference!

Assignments

- Make daily *Golden Moments* with your residents and co-workers
- Continue to recognize *Golden Moment Makers!*

Target Audience

All Employees, Grouped by Department with Supervisor/Manager

Length

90-minutes, scheduled throughout the day(s)

Prerequisite

Participated in *Creating Golden Moments* training

Material Options

- Handouts