

Catskill Hudson AHEC



Area Health Education Centers (AHEC) are locally directed, Federal and State supported organizations that work in Health Professional Shortage Areas (HPSA) and Medically Underserved Areas (MUA).

Collectively, we help to improve healthcare through partnerships with training institutions, providers of care and communities in need. There are 51 AHECs in 40 States across the United States. There are 9 AHECs in New York State.

Catskill Hudson AHEC enhances the quality of and access to healthcare in its 11-county region, using collaborative relationships that support educational initiatives that improve the availability, quality, geographic distribution and retention of healthcare personnel. Catskill Hudson AHEC helps to provide health career and continuing education opportunities for a diverse, motivated workforce that meets the needs of health providers and underserved communities.

Please contact us:

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Ulster County BOCES



BOCES, or Boards of Cooperative Educational Services, are public education collaboratives in New York State which function as extensions of local school districts. The function of a BOCES is to provide shared services to

the component school districts in a manner that is effective, efficient and fosters equity for students. The BOCES also aim to provide leadership and support in developing the capacity of local schools to enable students to meet both the performance requirements of the NYS Learning Standards and the new graduation requirements.

At Ulster BOCES, our mission is to provide high quality, shared educational, administrative and technical services that enable component districts to develop the capacity in their students and adults to achieve higher standards of performance. With an emphasis on economic efficiencies, Ulster BOCES is committed to offering educational programs that enable all students to prepare for employment and/or post-secondary education.

www.ULSTERBOCES.org

CAREER FITNESS



Catskill Hudson Area Health Education Center, in collaboration with Ulster County BOCES, presents a series of training components designed to increase quality of patient care, improve operational efficiencies and patient and employee satisfaction.

www.catskillhudsonAHEC.org



Customer Service has become the cornerstone of most businesses, including healthcare. Service standards are important for patients, potential patients, employees and management of a business. They help to define what a patient can expect and remind management and employees of the challenges and obligations they face.

Acculturation is the principal means by which an organization develops an ability to deliver outstanding customer service. The quality of a patient's experience cannot be sustained by a command and control system. That power is possessed by the people who deal directly with the customers - the organization's front line.

Through funding from the New York State Healthcare Workforce Retraining Grant, Catskill Hudson AHEC, in collaboration with Ulster County BOCES, is offering the opportunity for your organization to participate in a Career Fitness Training Program aimed at training your staff in these important customer service skills.

THE PROGRAM

The training will be presented in a two-step methodology. Firstly, management staff and staff development trainers of each organization will be identified to participate in a "train-the-trainer" program. The second phase of the training will involve employees of the individual healthcare organizations, with program content being provided by the newly trained presenters.

The program will be presented as a series of lectures or self-learning modules of the following Career Fitness components:

Service Excellence



- Importance of good customer service skills
- Effects of a bad customer experience
- Making a good first impression; How to greet and treat customers
- Importance of active listening and communication
- Handling customer complaints with tips for successful resolution
- Giving your best every day ... Taking responsibility and going the extra mile

Assisting Customers with Disabilities



- About the Americans with Disabilities Act (ADA)
- Helpful hints for assisting people with disabilities
- Customers who are visually, hearing, mobility & speech impaired
- Awareness of hidden disabilities
- Communicating effectively with people with disabilities

Communication



- The communication process
- Verbal and nonverbal messages
- Barriers to communication
- Active listening
- Tips for sending written and email messages
- Tips for cross-cultural communication
- Tips for enhancing communication

Conflict Resolution



- Conflict as a positive mechanism for growth within an organization
- "Managed" conflict versus "Out of Control" conflict
- Basic conflict resolution skills
- Problem solving guidelines
- Considerations when approaching an issue
- Helpful hints for conflict resolution and seeking resources for guidance

REGISTRATION

Please note that this phase of the Career Fitness training program is a **train-the-trainer** workshop intended for your organization's **management staff and staff development trainers**. The complete train-the-trainer phase includes two sessions of training, with each session covering two topics.

- Session I** - Service Excellence and Assisting Customers with Disabilities
- Session II** - Communication and Conflict Resolution

Each training session is limited to a total of fifty (50) attendees; therefore, each participating organization may send a maximum of four (4) management or staff development-level employees to the training. To register your staff, please contact Catskill Hudson AHEC at (845) 883-7260.

Trainings are offered free of charge to participating organizations. If you have any questions, please contact Catskill Hudson AHEC at (845) 883-7260 or via email at info@catskillhudsonahec.org.

