

Workshops at a glance

- Customer Care for Receptionists
- Caring, Consulting, Communicating
- Team Communications
- Patient Partnership in Care
- Bespoke Workshops

What's Provided

Presenter Dedicated presenters who are knowledgeable and experienced in providing a range of professional development workshops.

Actor Real-time skills practice is a key part of the learning experience.

Workbooks Designed to be a key tool during the workshop and a useful resource for referencing at a later date.

Certificate of Completion Optional but a nice touch to acknowledge personal achievement.



Contact us

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Aim to improve your resources

An introduction to how workshops can effectively make a difference to your working environment



Helping People Make a Difference

CFEP UK Surveys Client Focused Evaluation Programme

CFEP has been established in the UK for over a decade and are specialists in client and colleague feedback surveys and complementary services.

Our professional workshops are an effective way of enhancing existing skills to your workforce or introducing new ideas in a safe environment. The workshops have been designed to develop skills in an interesting and interactive way that clients will find both informative and enjoyable.



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Customer Care for Receptionists

Designed to develop skills in interacting with clients.

This 3.5 hour programme is a mixture of PowerPoint slides and interactive exercises with an actor to enhance learning within a safe environment. Participants learn the importance of first impressions and develop interpersonal skills face-to-face and on the telephone. A workbook including exercises to work through with the presenter is provided which delegates can keep for future reference.

Caring, Consulting, Communicating

The workshop aids team building skills, and is frequently used to fulfil appraisals and personal development plans. It is approximately 3.5 hours, comprising of a presentation and the chance for delegates to work with an actor in a safe environment, on areas for improvement.

Note for Medical Profession: This workshop can help clinical practice and treatment by learning how to build relationships between patients and health professionals. This workshop can be used in conjunction with your survey results.

Team Communications

Positively enhancing interpersonal communication skills within your team can go a long way towards improving the patient experience. This half day programme designed to develop skills, confidence and techniques for everyday situations that might arise as part of a team. The programme combines PowerPoint slides and discussions. Delegates will benefit from learning the importance of effective contribution to the team and skills for important conversations to effectively provide quality care for patients.



Patient Partnership in Care

The Patient Partnership in Care (PPiC) Workshop is designed to help health professionals explore in detail the skills involved in motivating patients to initiate and sustain behavioural change - self manage.

This 4 hour programme comprises of a presentation and the chance for delegates to work with an actor in a safe environment to rehearse key interpersonal skills.

This workshop is run in conjunction with the feedback from the PPiC Survey which highlights skills to focus on during the workshop.

Bespoke

We also provide bespoke workshops if you would like the training more tailored to your needs.

If you would like more information on this let us know a list of topics you would like to cover and your aims for the day, in order for the presenter to have an idea of your goals.