

Course Description

Critical Thinking Skills Approach to Customer Service AMS297

Overview

This course combines creative and analytical approaches to problem solving and reinforces participants' ability to apply critical thinking skills to customer service situations. Participants improve their ability to separate fact from inference when defining problems they find in their customer service role. Emphasis is placed on selecting relevant problem solving processes for each situation. Participants learn and apply a model that allows them to effectively tackle a range of situations in a healthcare environment. In groups and individually, participants apply the workshop techniques to actual on-the-job problems so they can be more successful when they return to their job in the healthcare field.



Learning Objectives

- Learn to look at all sides of a problem and evaluate the consequences of a particular approach
- Enhance critical thinking skills in a healthcare work environment.
- Define strategic and linear thought models
- Enhance ability to formulate questions that promote critical thinking
- Recognize and challenge assumptions in order to make better fact-based decisions
- Develop strategies for problem solving that mitigates risk of a poor solution
- Develop skills to select proper tools for decision making at appropriate times
- Utilize a methodology to establish real solutions applicable on the job
- Learn new ways to stimulate creative, out of the box thinking

Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Delivery Options

Who Should Attend

Supervisors, managers and other staff who are expected to use experience, creativity and intuition to solve problems, as part of their professional responsibilities