

# CUSTOMER SERVICE FOCUSED PARTNERSHIP

Improving outcomes from an enhanced service experience

 HURON |  Studer Group

## GET RESULTS

Enhance your customer's experience through the implementation of focused evidence-based tools and tactics designed to improve the consistency of behaviours and communication.

### Targeting results in:



Enhanced team engagement



Improved service efficiency



Decreased complaints



Improved quality outcomes



Improved Experience with care

Quality, safety and efficiency outcomes are closely linked to the experience, engagement and understanding of our customers. Understanding the needs of customers and implementing processes that build a culture of service drives employee engagement and optimal care outcomes for consumers.

It is our goal to help organisations improve their customer's healthcare journey while providing the highest levels of safe, effective and compassionate service. We focus on processes that provide real time feedback, and build fundamental communication practices that directly influence service experience, engagement and understanding of your customers.

Our results have shown that these processes support partner organisations to realise better customer outcomes and ultimately provide an optimal service experience. Through the Customer Service Focused Partnership, Studer Group can assist in the development and delivery of a comprehensive plan designed to help you achieve and sustain service results.

## CUSTOMER SERVICE FOCUSED PARTNERSHIP

Typically, a focused partnership is 6 - 24 months in length dependent on the agreed outcomes and will include:

### A comprehensive assessment including:

- Identification and agreement of desired outcomes
- Identification of agreed time frames for engagement
- Assessment of current practices and outcomes
- Organisational Risk and Readiness survey

**Customised detailed implementation plan** developed in consultation with the organisation including recommendations based on assessment findings.

**Advice and support in development and implementation** of customer service best practices, processes and guidelines for consistency in practice.

Based on the assessment findings, tactics may include:

- **Leader Rounding with Customer**
- **AIDET® (Fundamentals of Communication)**
- **Key Words at Key Times**
- **Service Rounding**
- **Support Service Survey**

**On-site / Virtual coaching** focused on Customer Service tactics to support consistency and quality of behaviours and processes.

### ADDITIONAL OPTIONS:

**On-site / Virtual workshops** focused on Evidence-Based Customer Service communication behaviours and processes.

Installation of **Huron Rounding** software accelerator

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