

## Learning Outcomes

*Delegates will:*

- *Be aware of External and Internal Customers.*
- *Recognise the importance of clear / concise communication*
- *Understand the various forms of communications*
- *Be aware of confidentiality*
- *Understand the Data Protection Act 1998*
- *Effective Team working*
- *Have an insight into Self Awareness*
- *Understand Customer complaints*

*The course is attendance certificated and will count towards Units 21, 24 & 31, 35, 328, 329 & 330 of NVQ Health & Social Care Levels 2 & 3*

*This 1/2 day course can be conducted at your premises for a maximum of 20 candidates*



## Aims & Objectives

*This 3 hour course is appropriate for Managers, Supervisors, Carers and Support Staff working in any health and social care environment where contact between Customers & Suppliers within the organisation occurs.*

*It is an introductory programme that would be beneficial to all staff who have not accessed training on Customer Care in the past*

*The course emphasises that all staff have external & internal customers and without customers the business would fail.*

### Ashtree Management Services Ltd

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# Customer Care in Social Care.

Ashtree Management Services Ltd



*Effective & Enjoyable Training*

**0800 9700 132**

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## Customer Care

*All businesses have customers, we sometimes forget who are customers are and therefore treat them with indifference. In order to treat people how we ourselves wish to be treated we have to understand their requirements and needs. This applies to both external and internal customers.*



*Clear communication is vital when dealing with people, this includes: speaking, empathic listening, body language, facial expressions & showing an interest in the person.*

*All individuals have strengths & weaknesses, we have to honestly recognise these and build a team to compliment these attributes.*

*We in the Care sector have to realise that we are working in our customers homes and have to treat them accordingly with respect & dignity*

## Course Content

- *The importance of Customers*
- *Knowing your Customers*
  - *External*
  - *Internal*
- *Forms of communication*
- *Confidentiality*
- *The Data Protection Act 1998*
- *Effective Team Working*
- *An insight into Self Awareness*
- *Dealing with difficult customers & complaints*
- *De—valuing people*
- *Good practice*



## Course Structure

*The course contains group discussions where delegates can develop strategies for managing the Customer base and build effective Team working with internal customers.*

*Numbers on the course are limited to a maximum of 20 candidates to allow for the group exercises and discussions.*

*Course handouts are provided.*

*Certificates provide evidence for NVQ Health & Social Care Level 2 & 3.*

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