



<i>Creating a Culture of Service Excellence: A Seminar for Leaders in Health Care Organizations</i>	
Objectives	You will be able to recognize and reduce the obstacles to maintaining a culture of service excellence; use exercises and assessments taught in this program with your own staff; and encourage appropriate discretionary behavior on the part of staff.
Overview (outline)	Leaders have a responsibility to teach and inspire staff to interact with others in a positive manner. What does it take to develop a culture of service excellence, where commitment to patients is expected and routine? How can you take what you learn at a service quality program and integrate that knowledge in your own organization?
Honorarium Fee	Contact MEMS
CE Information	Contact MEMS