Think YES to Care
Customer Service Training Overview
Webinar Agenda

• Training history
• Relevance to dental setting
• Training overview
• Training recommendations
• Training evaluation and feedback

The goal of this webinar is not to provide the training to attendees; it is to provide an overview of the training and supporting resources.
Training History

• Cross-departmental workgroup w/ various role groups formed in 2015
• Worked for 18 months to create the model; applied equity lens to the work
• Result was Think Yes to Care - hybrid of Kaiser CARE model and Think Yes! Model from Multnomah County Library
• Introduced to Health Department Leadership Team in 2018; modified and adopted in Spring 2018
Application to Dental Setting

- Adaptable and tailorable to any role group within any setting
- Addresses front desk and back office/clinical interactions
- Trauma-informed: many patients have moderate to severe dental fear/anxiety
- Behavioral guide for how we treat each other in the workplace, regardless of discipline
Training Set Up & Prep

Program/Site: ___________________________ Date: ________________

PREP/PACKING LIST

Training Materials:
- Laptop
- Projector/In-Focus
- Speakers for laptop
- Media: PPT, Leadership video, All video links, tagul.com
- Flip chart pads
- Masking tape
- Flip chart markers
- Pens
- Dry erase markers
- Laminated customer service model poster
- Laminated ground rules poster
- Sign-in sheet
- Name tent cards
- Blank cards/post-its for good greeting/bad greeting activity
- SWAG
- Snacks/water (optional)

Handouts (in folder):
- Service Principles & Behaviors
- Leadership Statement
- Think YES Statements
- Greeting Guidelines
- Communication Tips
- Difficult Conversations
- Empathetic Communication
- Empathy Activity Worksheet
- Be Part of Your Team Checklist
- Self-Care Resource List
Think Yes to Care
Training Overview
Why are we here?

• This IS:
  – A forum to learn techniques and approaches from each other
  – An opportunity to understand how the five service principles fit into our work

• This is NOT
  – A criticism of the great work you do every day
Housekeeping

- Bathroom/bio breaks/stretching
- Evacuation site
Introductions

• Introductions (name, role, gender pronouns)
• Ice Warmer: What are the biggest customer service challenges you experience?
Group Agreements

• Be respectful
• Everyone has a voice
• Assume good intent
• Bring a positive attitude
• Keep things confidential
• Be a good listener
• Be respectful of time
• There are no stupid questions
• Have fun!
Training Objectives

• Upon completion of this training participants will:
  – be able to define the 5 Think Yes to Care Service Principles.
  – have experience practicing Think Yes to Care behaviors with coworkers.
  – be familiar with resources to effectively integrate the model into daily work.
Leadership Statement
Service Principle #1

BRING A THINK YES ATTITUDE
## Think Yes Statements

<table>
<thead>
<tr>
<th>Instead Of…</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I can't help you with that.</td>
<td></td>
</tr>
<tr>
<td>Next?</td>
<td></td>
</tr>
<tr>
<td>You have the wrong number, and you’ll need to call someone else.</td>
<td></td>
</tr>
<tr>
<td>Someone else must have made a mistake.</td>
<td></td>
</tr>
<tr>
<td>There aren’t any more appointments today.</td>
<td></td>
</tr>
<tr>
<td>I don’t work on that day, so I can’t help.</td>
<td></td>
</tr>
<tr>
<td>I don’t know.</td>
<td></td>
</tr>
<tr>
<td>It’s not my fault.</td>
<td></td>
</tr>
<tr>
<td>That won’t work.</td>
<td></td>
</tr>
<tr>
<td>It is time for my break.</td>
<td></td>
</tr>
<tr>
<td>We can't do that.</td>
<td></td>
</tr>
<tr>
<td>Your application is denied.</td>
<td></td>
</tr>
<tr>
<td>I don't have time to do that.</td>
<td></td>
</tr>
</tbody>
</table>
## Think Yes Statements

<table>
<thead>
<tr>
<th>Think Yes!</th>
<th>Instead Of...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Let me see what I can help you with.</td>
<td>I can't help you with that.</td>
</tr>
<tr>
<td>Can I help you?</td>
<td>Next?</td>
</tr>
<tr>
<td>Here is the telephone number; let me connect you.</td>
<td>You have the wrong number, and you’ll need to call someone else.</td>
</tr>
<tr>
<td>Let’s see how we can straighten this out.</td>
<td>Someone else must have made a mistake.</td>
</tr>
<tr>
<td>Let me check what’s available.</td>
<td>There aren’t any more appointments today.</td>
</tr>
<tr>
<td>Although I’m not working on that day, I’ll find a coworker who can help you.</td>
<td>I don’t work on that day, so I can’t help.</td>
</tr>
<tr>
<td>I will find out.</td>
<td>I don't know.</td>
</tr>
<tr>
<td>I’m sorry to hear that.</td>
<td>It’s not my fault.</td>
</tr>
<tr>
<td>Here are some options...</td>
<td>That won't work.</td>
</tr>
<tr>
<td>I’m stepping out for a bit, but my coworker is going to help you with this question.</td>
<td>It is time for my break.</td>
</tr>
<tr>
<td>Let's look at some options.</td>
<td>We can't do that.</td>
</tr>
<tr>
<td>I'm sorry, you are unable to qualify at this time. Here are some other options.</td>
<td>Your application is denied.</td>
</tr>
<tr>
<td>This might take a little time. Let me do some research on this and I'll be back in touch.</td>
<td>I don't have time to do that.</td>
</tr>
</tbody>
</table>
Activity 1: Think No Experience

- Reflect on a time when you had a Think No customer service experience.
- Find a partner and share your experience and how it impacted you.
Activity 1: Think Yes Experience

• Reflect on a time when you had a Think Yes customer service experience.
• Find a partner and share your experience and how it impacted you.
Service Principle #2

BE WELCOMING AND FRIENDLY
Activity #2: Greetings & Communication

- Review the handouts
- How can you apply and maintain this principle to customers who are agitated, frustrated, or angry?
- What strategies would you use if the situation doesn’t improve?
“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou
Service Principle #3

BE PERSON-CENTERED AND CULTURALLY RELEVANT
Video: Language Barriers

• Link to video
MCHD Related Strategies

- MCHD policies and practices already in place to help us become person-centered and culturally relevant:
  - Person-Centered Primary Care Home Core Attributes
  - PH Core Competencies & 10 Essential Services
  - MCHD Mission & Vision statements
  - MCHD Strategic Framework
  - Cultural Competency policy
  - Professional and Respectful Workplace policy
  - Harassment Free Workplace policy
  - Interpreters and Language Access cards
  - Client advisory committees
  - Grievance and complaint processes
  - Client surveys
  - Trauma informed care
  - Equity and Empowerment Lens
Video: Microaggressions

- Video
- Training opportunity through the training calendar: “Interrupting Microaggressions” & “OUCH – that Stereotype Hurts”
Video: Empathy

• Empathy video
Activity #3: Empathy

- HANDOUT: Empathy Activity Worksheet
- In pairs, practice responding to scenarios
Service Principle #4

BE AN EDUCATOR
Health Literacy

- Health Literacy:
  
  *The degree to which individuals have the capacity to obtain, process, and understand health information and services needed to make appropriate health decisions.*

- Plain Language
Teach-Back

IHI Open School Short:

What Is Teach-Back?
Activity #4: Plain Language/Teach-Back

• Reflect on the work you do with those you serve that would benefit from using plain language or teach-back.
• In pairs, discuss the scenario and how you would put the concepts into plain language or ask the other person to teach-back.
“Everyone you will ever meet knows something you don’t.”

– Bill Nye
Service Principle # 5

BE A PART OF YOUR TEAM
Video: Teamwork
Activity #5: Wisdom from Geese

• Take out the Wisdom from Geese handout
• Count off into groups of 5
• On flipchart paper, write what you learned from the geese that can be applied to your teams related to your lesson.
Activity #6: Appreciation

• At your table, take turns sharing the things you appreciate about your team.
Self Care

- Employee Assistance Program (EAP)
- Multnomah County Training Calendar
- Multnomah County Wellness Program
- Employee Resource Group (ERG)
- Practicing Mindfulness in the Workplace workshop
- Tuesday Mindfulness Practice
- Walk on the waterfront
- Take your breaks
- Colleagues
BRINGING IT ALL TOGETHER
Activity #6: Applying Think Yes

• Final activity!
Training Wrap Up

Thank you!!
Training Feedback & Reflections

• Important to build a culture around the model
• Use language in agency resources
• Tools and resources are accessible to staff
• Continually refine and improve based on staff feedback
• Measure success
• Implementation resulted in development of a model for managers
Training Feedback & Reflections

• Encourage site “champions” to do most of the facilitation
• Champions should understand expectations of role
• Model needs to be supported from the top
• Staff need dedicated training time to complete training
• Acknowledge system challenges
Related Resources

- Training set up and prep checklist
- Training sign in sheet
- Poster
- Recognizing Microaggressions handout
- Follow up micro-learning on 5 service principles
Thank You

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Accessing Customer Service Training Tools
Click 'Join' to learn more about becoming a member of NNOHA.

Resources

Safety-net oral health programs face unique challenges, find resources to face these challenges in these categories:

News

NNOHA Listserv

A-Z Resources

Job Bank

Reminders

Think YES to Care: Customer Service Training Overview
Unique Challenges, Unique Resources

Safety-net oral health programs face unique challenges and their leaders have a need for operations resources that are specific to the populations they serve and these unique challenges. NNOHA strives to share information among safety-net oral health teams so that no one has to “reinvent the wheel” when it comes to operating strong oral health programs with high quality dental services for underserved populations.

Operations Manual
Consisting of 6 chapters, this resource covers the basics of operating a Health Center Dental Program.

Start Up and Expansion
If you are looking to start a clinic from scratch or expand your existing program, there are many resources available to help.

Health Information Technology
NNOHA continues to assess the LHR needs of safety-net programs and makes recommendations in selecting technology solutions that support health.

Financial Management
The first step towards providing quality care to your patient population is to make sure the dental department is fiscally in order.

Dental Forms Library
Examples of forms and patient material ranging from Consent to Treat forms to Financial Policies and Procedures.

Customer Service Training
The Think Yes to Care Customer Service Training model was adapted from the Multnomah County Library Think Yes! Customer Service Initiative, and Kaiser Permanente’s CARE model in Portland,
Clients experience varied levels of service depending on where they present and with whom they interact. This customer service training model and related materials will allow providers to standardize the service they provide to clients, community partners and each other. The model will assist with defining what customer service means, and create standards that are clear and measurable. It will also help strengthen efforts to provide high quality, patient centered and culturally relevant care.

This model was created in 2016, and was adapted from the Multnomah County Library Think Yes! Customer Service Initiative, and Kaiser Permanente’s CARE model in Portland, Oregon.

This training was shared with NNOHA by the Multnomah County Health Department.

**Training Overview**
This document will provide an overview of the Think YES to Care Customer Service Training Model. Contact information for questions on this training can be found here as well.

**Training Set-Up and Preparation**
These documents outline the training set-up recommendations for Think YES to Care. It is recommended that the training be completed in 1 day, but can be spread out over the course of a few days if necessary. The training should take 3-4 hours in total.

**Training Modules and Materials**
Access the Think YES to Care Customer Service Training modules and materials here.
Customer Service Training

Training Modules and Materials

Powerpoint Presentations

The PowerPoint slides for the Think YES to Care Customer Service Training are available for download below. A script for the facilitator is also included. The script outlines when handouts and activities are needed. Refer to the “Materials” section below to download the handout for this training.

- Think YES to Care PowerPoint slides
- Facilitator Script
- Video Q&A Script


Materials

The handouts used for the sessions are listed below. These handouts are referenced and utilized throughout the Think Yes To Care training. The PowerPoint presentation includes prompts for when handouts needed. There are also other materials listed below including a sign-in sheet template, posters for the training, and an overview of the Think YES To Care model. It is recommended that all handouts be printed and supplied to training participants.

- Think YES to Care handout
- Think YES Statements handout
- Greeting Guidelines handout
- Empathetic Communication handout
- Empathy activity
- Communication tips handout
- Difficult Conversations handout
- Be Part of Your Team handout
- Wisdom from Geese handout
- Self-Care handout
- Action Plan handout
- Training Sign-in sheet
- Ground Rules Poster
- Workgroup Principles Poster

Supplemental Materials

The following are supplemental materials for the training.

- Recognizing Microaggressions
- Did you really just say that? Article on microaggressions
- Teach Back Resource

Evaluation Questions

This document provides possible evaluation questions to consider after the customer service training is completed.
SAVE THE DATE

NNOHA Annual Conference

Caesars Palace
October 13-16, 2019
Registration opens June 2019
Contact Us!

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