

# Leading the Promises™

Effective training works best when built on a foundation of coaching and solid leadership development. We facilitate the growth of leadership skills that align with your unique service culture and enable them to lead your team toward the standards of performance you have defined.

Our custom-designed Leading the Promises™ workshop focuses on developing skills essential to coaching teams so they align with your unique patient experience and produce results that meet your standards of performance. Even more, it's a roadmap for monitoring and acting on all aspects of your company's unique culture.

## Key Focus Areas

- ◆ Setting standards of performance
- ◆ Developing skills for conducting effective refresher training sessions on-the-job
- ◆ Developing skills for corrective and reinforcement coaching in order to maintain standards of performance
- ◆ Creating action plans to implement consistent training and coaching processes in the daily operation

