

Problem-Solving and Critical Thinking Skills

A Workshop for Call Center and Administrative Staff

In today's fast-paced healthcare environment, one can experience a barrage of telephone and in-person requests from. Problems range from fielding treatment requests to correcting billing errors. Someone may need a lifesaving medical procedure or simply have additional questions about symptoms. Given the various levels of need, it is important to be able to solve problems and make good decisions quickly and effectively in order to protect the physical, emotional, and financial interests of all stakeholders.

This highly interactive program offers cutting edge tools that can be applied to real-life challenges affecting individuals and teams. It can be held as a workshop or delivered as a stand-alone conference presentation for retreats. Tools are introduced and practiced which can increase ones ability to address complex challenges and make good decisions.

Format

This program can be customized to fit the needs of clients. It can include pre-assessment surveys, a customized workshop (or series of short meetings / workshops) and follow-up coaching sessions with leaders and staff to enhance learning outcomes. Participants typically number from 5 – 25.

Objectives

By the end of the workshop, participants will be able to...

- Recognize and ask the right questions to identify the barriers to a problem
- Break complex problems into smaller components in order to gain clarity
- Use creative problem-solving processes when working with and through others
- Identify which stakeholders and resources will assist in finding a solution
- Apply creative problem-solving techniques to team challenges

Topics include...

- Personal blocks to solving problems and making decisions
- A process for solving problems in both personal and professional situations
- Matching long- and short-term solutions to customer needs
- Scenario Analyses of typical problem situations faced in your environment
- Exercising participants through the use of practice, coaching, and feedback