

FEATURED SPEAKER



Christa Peters

Collaboratives Director



1

Lace Up!

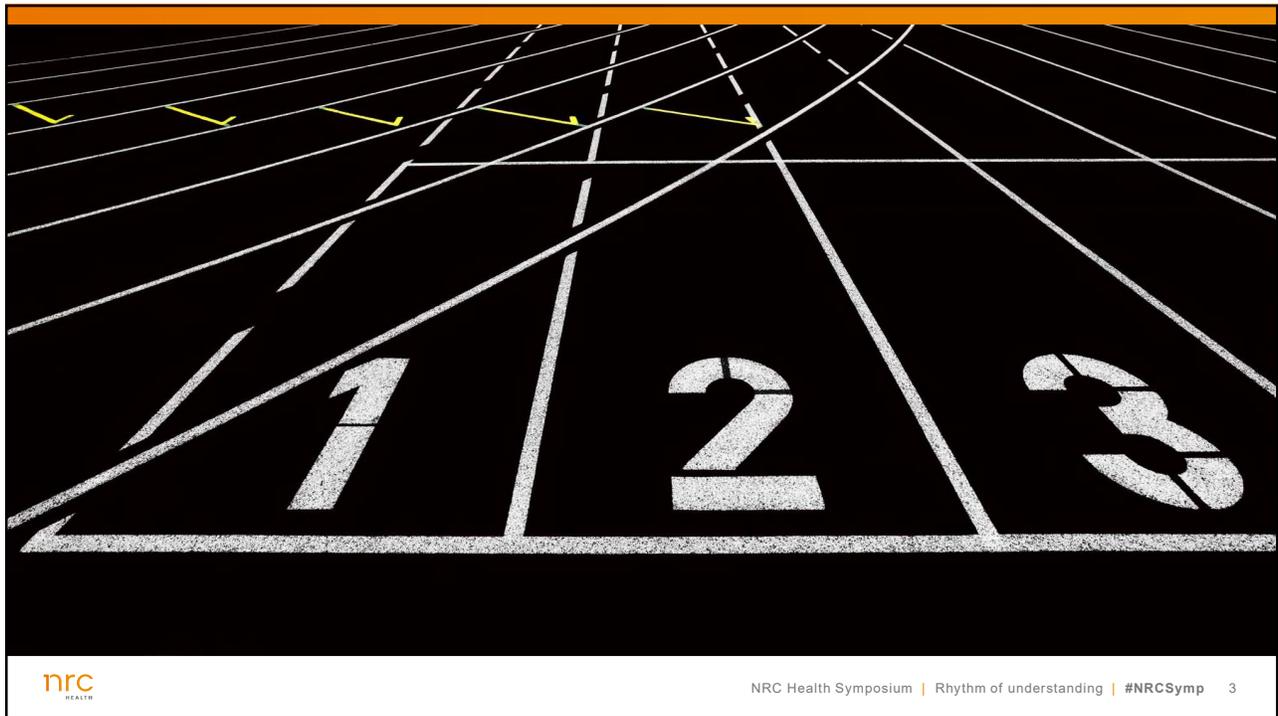
Christa Peters
NRC Health



NRC Health Symposium | Rhythm of understanding | #NRCSymp 2

2

PAGE 1
27th Annual NRC Health Symposium – Omni Nashville Hotel
Nashville, Tennessee
August 4–6, 2021



3

The Course for Today

Ready:

→ Is it for me?

Set:

→ How do I launch it?

Go:

→ Getting the most out of it

→ Why

→ What

→ Who

→ How

→ When

4

Quiz Time

- Struggling with metrics/comments related to communication and trust?
- Have a concerning number of unresolved service alerts?
- Have any issue of process, ownership, accountability or skill relative to service recovery?
- Developing PX training curriculum?
- Does your service recovery strategy need to be re energized?
- Dealing with burnout?
- Have a team used to hearing only negative comments?
- Trying to improve engagement?
- Interested in improving teamwork?
- Looking to add another, impactful tactic to their PX strategy

5

Why Insight Series

- Share learned insights
- Offer scalable improvement
- Improve service recovery
- Support engagement
- Leverage feedback
- Partnership Perks or #relationshipgoals

6

Ready.....

7

Insight Series - What

- Micro coaching videos: 4-5 minutes each
- Skill based
- Multiple topics
- For leaders and or teams

8

Insight Series - What

Service Recovery

- 6 video series
- Service recovery skills
- Tactics provided and practice encouraged
- Exercises offered

Connecting with Teams

- 8 video series
- Leverages comments
- Encourages recognition
- Emphasizes teamwork
- Maximizes Strengths

9

Set.....

10

Insight Series - Who

- Any department could benefit
- You decide
- Individuals
- Teams

11

Insight Series - How

- View all the videos first
- Identify the ones that resonate
- Determine appetite for viewing and implementation
- Play the tape through- look for landmines
- Identify resources needed
- Craft a deployment timeline

12

Insight Series - How



13

Insight Series - How



14

Insight
Series -
When



15

Go.....

16

PAGE 8
27th Annual NRC Health Symposium – Omni Nashville Hotel
Nashville, Tennessee
August 4–6, 2021

Making it Stick

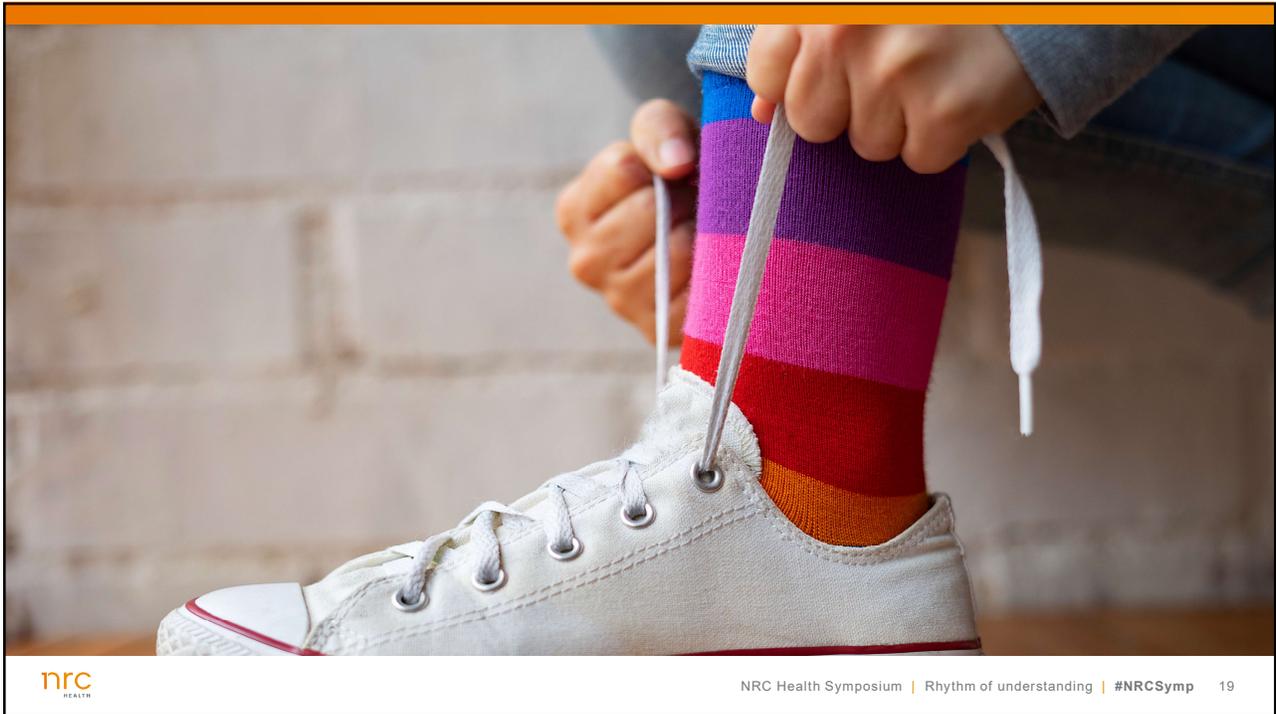
- Leadership Loops
 - E-mails
 - Huddles
 - Meetings
- Celebrations
 - Users
 - Success Stories

Flexibility

17

Finish Line....

18

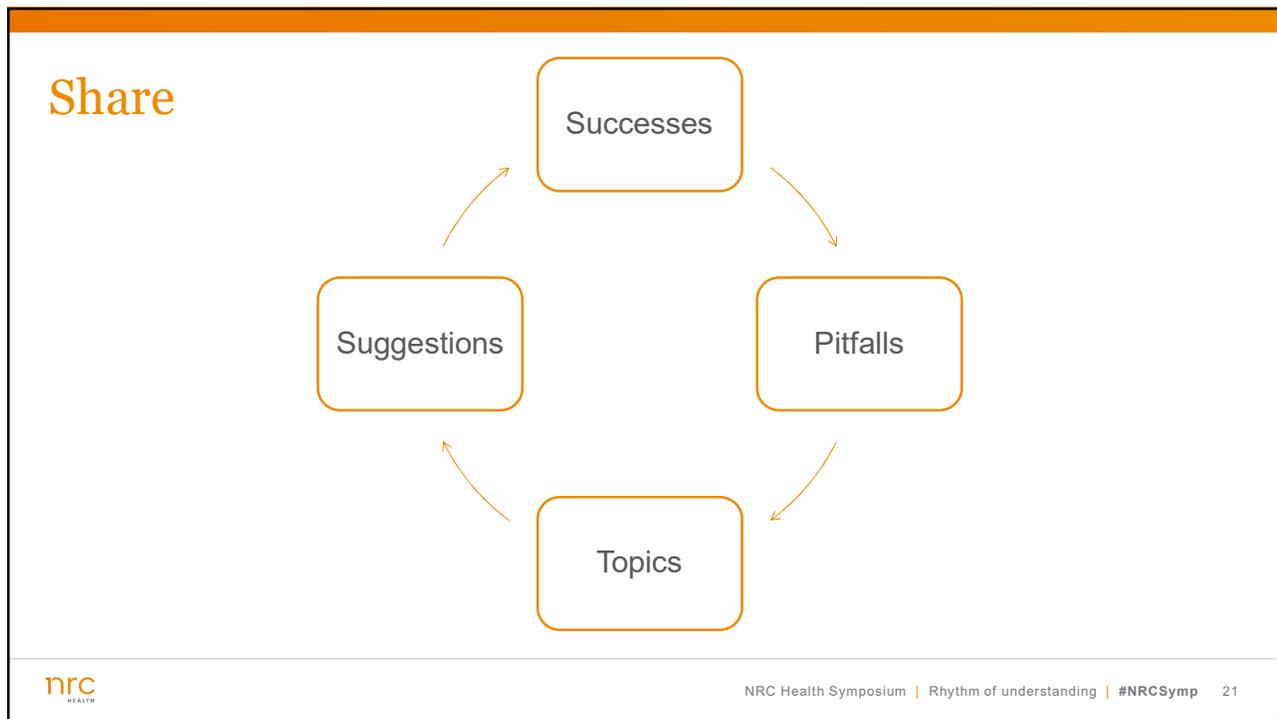


19

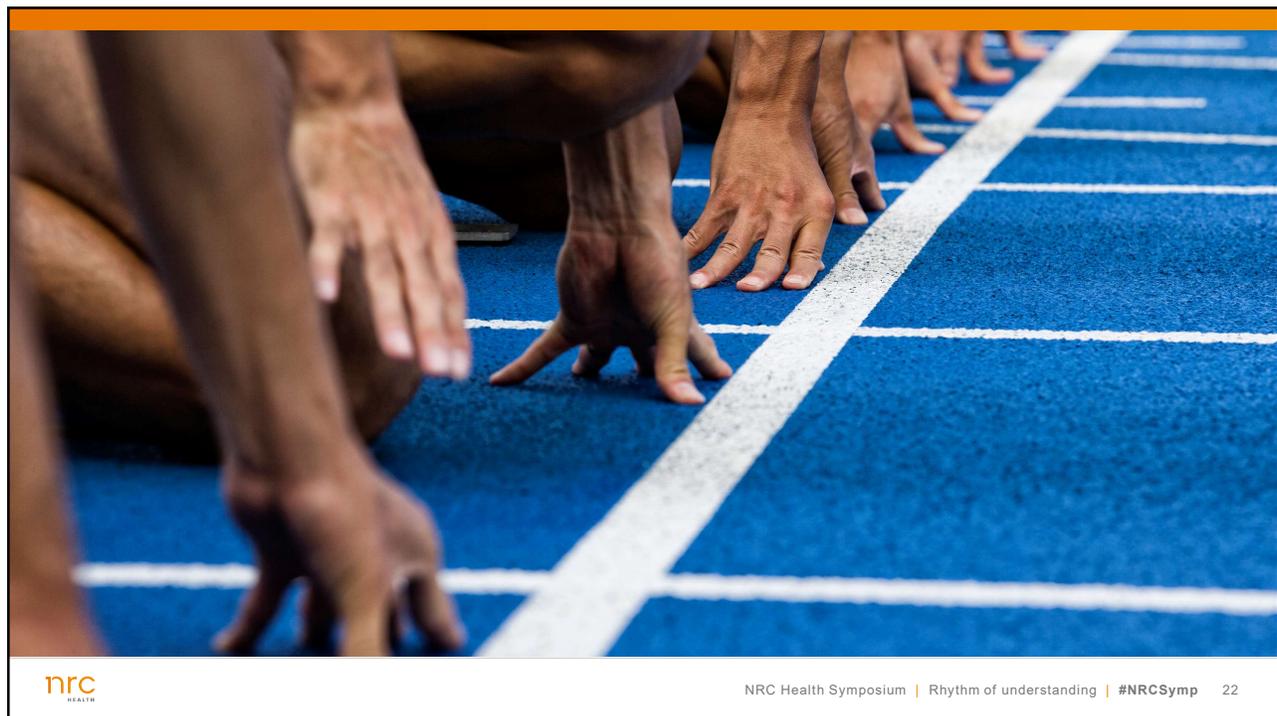
Homework

- Check out the videos
 - Real time portal Resources page
 - Improvement Resources
 - Empathetic Communication and Service Recovery
 - Connecting with Teams Through Patient Feedback
- Collaborate with NRC Health
 - Customer Success Managers
 - Me

20



21



22

Questions?

