



Llandoverly - Llandeilo  
and  
Pont Steffan Practices  
are



# ONE TEAM

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focussing on our  
**Customers as Patients**  
and our  
**Patients as Customers!**

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A Workshop from Rick Whitehead of Impetus Training to develop the  
Customer Care and Teamworking skills of all Team members  
- at Llandeilo Practice Wednesday 1st July 2015 -

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## AGENDA

Wednesday Morning informal discussions on a number of topics

Afternoon - times approximate

- 2.00 Objectives - what can be achieved by the end of the afternoon?
- 2.05 Some key definitions and principles of Customer Care and Teamwork; from morning: "Patients" v "Customers", "is the patient ALWAYS right?" and the story of Mary
- 2.30 Let's see good you really are at teamwork with "The Moonlanding" exercise
- 3.00 Results and discussion on the "How Good are we at Teamwork" and "How Good are we at Customer Care" questionnaires
- 3.45 A Self Analysis Questionnaire on Assertiveness; its applications, including asking for money, informing on the cost of treatments, difficult patients; discussions on real difficult patients!
- 4.15 Another teamwork task: "The Lego Tower"
- 5.00 "Group therapy" on teamworking personalities - each team member's Bright and Dark sides!
- 5.30 It's all about the detail - the "Fertilizer Theory"; action plans on disciplines, including when and how to answer the telephone
- 5.45 Summary and award of CPD Certificates