

# Customer Service in Difficult Situations

Merry Taylor, M.A.T, Health Education

Friday, March 6, 2020  
9:00am-12:00pm

Mid-Carolina AHEC  
"Excellence in Health Care Through Education"



**OAKLEAF VILLAGE**  
AT LEXINGTON  
By Discovery Senior Living

Oakleaf Village at Lexington  
800 N. Lake Drive  
Lexington, SC 29072



For more information and to register, visit:  
[www.midcarolinaahec.org](http://www.midcarolinaahec.org)

## Target Audience

All Healthcare Professionals

**Registration Fee: \$60.00**

Registration fee waived for hospital consortium members

**Registration Deadline**  
February 28, 2020

## Program Description

This program will allow the learner to relate the power of a professional image by establishing rapport with patients. They will also learn techniques to achieve effective communication through body language, tone and words. Lastly, they will go over strategies for dealing with a difficult person by persuasion techniques and how to reduce anger in others

**3.0 Credit Hours AHEC, Counselors & Therapists, Long Term Care Administrators, Nurses and Social Workers (non-trained)**

**Cancellation Policy:** Registrations are accepted until class is filled. Registration assures placement, materials and notification if class is canceled. Registration is not complete until money is received along with the registration form. Written cancellation received two (2) weeks prior to the program date will result in a 50% refund. Cancellations received later than two weeks prior to the program, or failure to attend the program, are not refundable. Your responsibility is to notify staff development if you cannot attend. Substitutions are permitted.