

Human Resource Directors' Symposium

The League is in the planning stages of putting together a Human Resource Symposium in February, 2017. As part of the planning process we would like to hear back from you on subjects and speakers you would like at this event. The event will be held at an off-site location and will be geared to topics that relate to your HR function. So much is changing in the Human Resource field we feel it would be beneficial to have an event that can provide you with in-depth information on various topics.

Please send your ideas for this event to Janice Brathwaite at jbrathwaite@massleague.org.

***NEW* Customer Service Training Program**

The League trainer along with some of the HR Directors have been delivering ACES Customer Service Training for the past several years. We recently received grant funding from the Partnership for Community Health to support this program. We will be sending out information to all the health centers and will be using this grant funding to expand the availability of this training. The actual ACES customer service training model has been completely revised and upgraded to include more up-to-date content. It now has three (3) distinct training sections. The first section is entitled, *Ultimate Customer Service, Maintaining and Measuring Excellence*. This training session is geared to the C-Suite and other senior level management. The training will run between 4 and 5 hours and is a requirement for all health centers signing up for training.

The second part of the training is geared to other staff in the health centers who are involved in interacting with patients. This is a two-day training entitled, *ACES, Customer Focused Customer Service Training*.

The third part of the training will also provide information on customer service skills. You will be encouraged to use this training during the on-boarding process of new employees. We are currently looking at providing this to you in a webinar format.

We are very excited about this training and we feel that this “upgrading” of the original ACES model will help your staff to provide the very best customer service to your patients.

Stay tuned for more information that will be coming to your health centers during the month of October.