

Performance-Based Training®

The Pinnacle Method™

The Pinnacle Method is a unique and innovative learning system that leverages our acclaimed Performance-Based Communication Skills® to empower you to clearly and concisely deliver your message with purpose. Through a series of customized, interactive simulations and a detailed focus on delivery, our video intensive training will instantly help you become a more confident, credible and compelling communicator.

Customer Service Excellence for Medical Professionals

Featuring The Pinnacle Method and utilizing numerous, practical simulations, participants will learn to leverage their voice and body language to deliver a more professional, supportive communication with patients, visitors, hospital staff and others. By focusing on delivering words with intention, participants will be empowered to consistently exceed customers' expectations.

After taking this workshop, participants will be able to:

- Convey more compassion toward patients and their families
- Professionally and effectively handle concerns, complaints and adversity
- Consistently exceed customer service levels
- Sharpen active listening skills
- Learn how to "read" their audience
- Deliver a clear and concise message
- Effectively handle unhappy patients, visitors and staff

Additional Performance-Based Workshops available

Contact us for details on customized curriculum in these categories and others:

- Performance-Based Communication and Presentation Skills®
- Executive Communication Skills
- Communication Skills for Virtual Environments
- Communication Skills for Customer Service Excellence
- Specialty Communication Skills Training

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