

Training Approach to Support the Customer Care Policy & Standards.

This paper and attachment details the training approach to support the implementation of the Customer Care Policy & Standards.

- × The target audience is non managerial customer facing staff.
- × We propose to take a targeted approach within the organisation, identifying specific areas and departments. The proposed roll out will start at Beckford Street, Headquarters and Strathclyde Hospital. By using a targeted approach we aim to embed a behavioural change within these areas and continue to roll out the programme using this approach throughout the organisation.
- × Each round of training will be preceded by a managers awareness sessions, to inform managers of the Customer Care Policy & Standards, the training being provided, discuss how they can support staff , identify who should attend and agree a period of time to complete training for their group of staff.
- × A full day training programme has been developed, which can be delivered either as a one day programme or in two half day segments with up to 20 participants each session, accommodation permitting. Eventually the programme will become part of the training department's mainstream provision of training.

	Proposed Training Framework	Timescale
<p>Managers Awareness Target departments prior to programme delivery</p>	<p>Meet with departmental managers prior to their staff's training. Provide information on policy content, responsibilities, training options, agree period of time to complete training within their area. Managers identify staff to be trained.</p>	<p>Commencing December 2008 Strathclyde and Beckford Street Ongoing Meet managers from targeted departments thereafter</p>
<p>Induction</p>	<p>To raise awareness with new staff joining the organisation the current quality section within the programme will be updated to incorporate Customer Care Policy & Standards.</p>	<p>January/February 2009</p>
<p>Training Programme Full day (Up to 20 participants accommodation permitting) Offer flexible delivery. Discuss with managers options for delivery. (Full day session, two half day sessions etc)</p>	<p>Programme Content – Policy and Guidelines including topics below</p> <ul style="list-style-type: none"> ▪ Telephones ▪ E-mail ▪ Written ▪ Face to Face <p>Reference will be made to other NHS Lanarkshire policies such as Data Protection, Equality and Diversity, Management of Violence and Aggression as these are referred to within the Policy and Guidelines.</p>	<p>January 2009 onwards Target departmental groups/areas Suggested pilot sites, Strathclyde Hospital & Beckford street Ongoing Continue to target departments groups/areas Eventually the programme will become part of the training department's mainstream provision of training.</p>