

HealthAsyst

HealthAsyst is a technology company with a strong track record of successful products and services engagements across the Healthcare industry spectrum since 1999.

HealthAsyst offers a whole gamut of software services helping clients effectively address their operational challenges and grow their businesses stronger. Some of their services include software development, mobile application development, ICD 9-10 implementation & healthcare integration.

They required training for their employees in the following aspects:- Telephone etiquette, handling complaints, interpersonal communication, listening and comprehension.

The primary objective was to:

- Understand customers and handle customer complaints.
- Improve their communication skills and deliver excellent customer service over the telephone.
- Understand ,comprehend and respond to different accents



In order to view the videos of the training program please click on the links:

<http://www.youtube.com/watch?v=55wwcVKLPXw&feature=youtu.be>

<http://youtu.be/OwMWXSrLJis?t=5s>

Laqsh's approach

Laqsh training program is a blended learning solution incorporating advanced learning modules and skill assessments to accelerate expert-level competency by increasing the knowledge and skills of the workforce to enable them to perform their jobs effectively.

We used various training methodologies. Participants were given situations where they had to handle queries. They were encouraged to do telephonic conversations during role plays. Group discussions on various telephone etiquette, complain handling and listening skills were conducted.

The participants were made to listen to videos and comprehend the given situation. They also had to give a presentation on any topic of their choice. This exercise helped them a lot as they learnt to make eye contact with the audience, select relevant data for the presentation and over come stage fear.

The training was successful and the participants are confident about dealing with both internal and external queries. They are also confident about communicating efficiently. Most of them have improved their vocabulary after attending this training programme.