



Communication is Key

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You've probably heard that poor listening skills can be one of the greatest causes of poor communication. Why is **listening** so important in home healthcare?

- It makes your client feel important
- Reduces or eliminates misunderstandings
- You're better able to meet the client's needs
- Makes your job easier
- Client is happier, and in turn, you're happier, too.

One technique you can use for effective listening is *paraphrasing*. **Paraphrasing** is restating a message with fewer words, trying to get to the point more quickly. It can help you clear up potential misunderstandings in communication.

Here's an example of paraphrasing:

Here is what the speaker says: "I just don't understand, one minute she tells me to do this, and the next minute to do that."

Here is a paraphrased version (what you might say back to the speaker):

"She really confuses you."
 Most of your clients know if you're listening. Maintain eye contact (without staring); acknowledge what they're saying—nod your head, affirm with "uh-huh" or "yes" or "I understand", etc.; sit on the edge of your seat, leaning a bit toward them as they're speaking. And, of course, responding to what they are saying with paraphrases, questions, comments, and ideas shows that you are listening.

Be sure to attend the WellsBrooke Conduct Training as soon as you're invited. The Bronze is the first in the series which also includes Silver and Gold. Each level covers important topics and also includes incentives and prizes. When all three levels are completed and you receive a letter of recommendation from a client, you are eligible for a cash bonus!

Bronze Graduates



Christine White, Lisa Brosius, Marlene Masterson, Donya Clowney, Beth May, Latina Alexander and Tiffany Jones were all in attendance for the Bronze Level Training on June 26, 2008.

Luanne Berk, Supervisor of Recruitment and Training, covered many important topics including: *Professionalism and Work Ethic, Customer Service, Attitude, and How to Handle Complaints*. Those in attendance received not only valuable training; they also received gift bags, a certificate of completion and a delicious lasagna luncheon! **Congratulations!**





Complaints are Gifts

When a client or co-worker complains about something, it's very easy to join in on the negativity and complain, too. But as employees of Wells-Brooke, we can choose to be different—we can see another person's complaint as an opportunity to make some changes for the better. The first step in the improvement process is learning how to respond to someone's complaint. Here are some steps that you may have heard discussed in our Bronze training class about how to handle complaints.

1. **HEAR:** Listen to what the person is saying, really listen. Make sure they know you are hearing what they are saying and that you are taking them seriously, not ignoring them.
2. **EMPATHIZE:** Put yourself in their shoes and try to understand why their complaint makes sense, at least to them.
3. **ACKNOWLEDGE/APOLOGIZE:** This step can be difficult, especially if you don't see the problem as officially *your* fault. However, apologizing can go a long way in helping the customer to feel better and in maintaining a good relationship with them. It is never best to make excuses or defend yourself or the company — if you're not sure what to say, refer the customer to a manager in the office.
4. **TAKE ACTION:** The final step is to do something about their complaint and to make sure they know that you have taken some steps to solve the

problem. Following up later may also help them to feel like the situation has been resolved.

Why are complaints considered gifts? Because as a company we are given a rare opportunity to fix a problem that a customer has pointed out to us. If the customer doesn't speak up, we could easily lose them as a client without ever knowing why. As a Wells-Brooke employee, you are key in helping to deal with their complaints appropriately.

Quick & Easy Layered Dessert

INGREDIENTS

- 2 cups cold milk
- 1 pkg. (4 serving size) JELL-O Chocolate Flavor Instant Pudding & Pie Filling
- 1 (10.5 ounce) package pound cake, cut into 1/2-inch cubes
- 1/2 cup chocolate syrup
- 1 (8 ounce) tub COOL WHIP Whipped Topping, thawed, divided

DIRECTIONS Pour milk into bowl. Add dry pudding mix. Beat with wire whisk 2 minutes or until well blended. Arrange half of the cake cubes in 3-quart serving bowl. Drizzle with 1/4 cup of the chocolate syrup. Layer with 1 cup of the pudding and 1-1/2 cups of the whipped topping. Repeat layers ending with whipped topping. Refrigerate until ready to serve. Store leftover dessert in refrigerator.



July Birthdays

- | | | |
|---------------------|----------------|--------------------|
| Jessica Adams | Allison Jones | Reginald Smith |
| Rebecca Ashenfelter | Rachel Krug | Francetta Williams |
| Lisanne Buchko | Julie Loucks | Lisa Williams |
| Kathryn Davis | Falyn McCree | Denise Yancey |
| Chelsie Denham | Beth Metcalfe | |
| Claire Fisher | Lisa Rainey | |
| Erica Hammons | Sheila Regular | |

“Making a difference in the lives of others.”

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**We're on the web!
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Conduct Training Schedule

- *July 24 — Silver Training*
- *August 21 — Gold Training*
- *September 25 — Bronze Training*
- *October 23 — Bronze Training*

Upcoming CPR Training —

- *August 14— 9:30-12:30 CPR
1:30- 4:30 BCLS*

Call and reserve your spot ASAP — limited space is available. Cost is \$25 for CPR and \$35 for the BCLS.

Attitude is Everything

***Attitudes are contagious.
Are yours worth catching?
~Dennis and Wendy
Mannering***

You may have heard the question: How would your best friend describe you? This is a question I ask in many of the interviews that I conduct on a weekly basis. It's the kind of question that forces you to step outside of yourself and see yourself as others see you. So, how would **you** answer the question? Would your friend say that you are “bubbly, vivacious,

energetic, inspiring, caring” — maybe even the most positive person they know? Or would you dread hearing the answer to this question? Would their descriptions include words like “negative, easily frustrated, impatient, selfish, loud” and other not-so-attractive portrayals?

These are descriptions that boil down to a person's attitude. Our attitudes shape who we are and how we affect those around us. **Our attitudes are contagious!**



If our attitudes are good or positive, we will have a positive impact on those in our surroundings. But if our attitude stinks, well, then, we are going to cause a “stink” wherever we go.

Because our clients are dealing with injuries and illnesses, the need for an excellent attitude is even greater. When someone isn't feeling well, it's very difficult for them to remain positive. But **your attitude can make a difference**, just by offering a smile or showing that you care in the way you speak and conduct yourself.

Be the difference, the WellsBrooke Difference, with your excellent attitude.