



Target Audience Health First Associates interested in developing effective communication skills in the areas of phones, e-mail, intercoms, Vocera, and 2-way radios.

Speakers Dee Rogers, Sally Forsberg, Cheryl McKinney, Richard Helvey, and Bobby Baird

Objectives The ability to communicate effectively with patients and customers positively impacts each patient/customer's safety, quality and satisfaction. This class will focus on:

- Improving our non face to face communication when transferring calls, using telephones, e-mail, Vocera, intercoms and 2-way radios.
- Defining the Power of One
- Interacting with other Health First Associates and problem solving for better outcomes

For More Information Contact: Mandy Bitter at 434-1977 or mandy.bitter@health-first.org
Dee Rogers at 434-1966 or Dee.rogers@health-first.org.
Fax to: 321-254-5151

Registration Confirmation Health First Associates: Confirmations only available through self-service
People Soft HRMS HRMS ([Home](#) > [Self Service](#) > [Learning and Development](#) > [Training Summar](#))
Please allow 3 business days before confirming your registration.

Registration deadline: 3 days prior to program date

Registration form is on the back.

Please complete the form, sign it, and return to the Center for Learning
Registration forms without signatures cannot be processed.

Fax Form to: 321-254-5151

