

SERVICE EXCELLENCE COHORT

The Department of Service Excellence has designed a cohort that is sure to provide an engaging experience for all who attend. The three part series will provide attendees with the skill set needed to create and maintain meaningful partnerships with patients and staff. The cohort may be completed in one day or in three separate sessions to accommodate participants schedules. Upon completion all will receive a certificate signifying fulfillment of the Johns Hopkins Hospital Service Excellence Cohort. Please register for the courses through [MyLearning](#) to reserve a seat.

Class #1: Caring Communication

- Examine the seven skills which communicate compassion and caring (Language of Caring®)
- Demonstrate how to apply the Heart-Head-Heart technique of caring communication
- Master strategies for showing support and expressing care

Class #2: Introduction to Service Excellence

- Identify ways to create a 5 Star experience
- Examine the importance of First Impressions
- Relate the JHH Core Values to everyday work

Class #3: Lasting Impressions

- Define how to create a Warm Welcome and Fond Farewell
- Prepare ways to provide service recovery with the CARE Model



“If it’s to be, it’s up to me.”

*- Language of Caring Founder,
Wendy Leebov’s motto for leaders*



For additional information contact:

service@jhmi.edu

COHORT COURSE SCHEDULE

Date	Class	Time	Location
2/17	Caring Communication	8:30am—9:45am	Phipps 140
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	
4/17	Caring Communication	8:30am—9:45am	Phipps 340
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	
5/30	Caring Communication	8:30am—9:45am	Zayed 2117
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	
6/2	Caring Communication	8:30am—9:45am	Zayed 2117
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	
7/28	Caring Communication	8:30am—9:45am	Zayed 2117
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	
8/29	Caring Communication	8:30am—9:45am	Zayed 2117
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	
9/19	Caring Communication	8:30am—9:45am	Zayed 2117
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	
10/31	Caring Communication	8:30am—9:45am	Zayed 2117
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	
11/22	Caring Communication	8:30am—9:45am	Zayed 2117
	Introduction to Service Excellence	10:00am—11:15am	
	Lasting Impressions	11:30am—12:45pm	