YOU MAKE THE DIFFERENCE - THE THERAPIST / VENDOR
“MAGICAL” RELATIONSHIP
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How the client, therapist and vendor interact can make all the difference in the world between a successful prescription and a not so successful one. The key message for this workshop is that positive results and outcomes occur for clients when the therapist and vendor have developed a kinship that nurtures commitment and cultivates loyalty.

“You Make the Difference” begins with “YOU”. Our very own attitude which sets the tone for each and every client situation defines outcomes. As service providers with a slight change in attitude we can transform good encounters into great ones. Quite simply, we can achieve this goal; by giving more attention to detail, engaging in the element of surprise, ensuring enthusiasm, presenting more than one product solution, and service above and beyond the call of duty.

This spirit in our service delivery and knowledge of each other’s abilities builds a healthy relationship that becomes magical when we put it all together. The therapist/vendor relationship sets the client at ease so they can convey comfortably their thoughts, feelings and anxieties right from the start. Excellent communication here minimizes mistakes, leads to timely effective and efficient appointments, especially in these tight economic times, reduces the need for unnecessary return visits, builds trust and integrity with the client and improves client satisfaction. An effective relationship is cornerstone to effective solutions and increases the likelihood of added referrals from all parties.

This interactive workshop will inspire you to look at your role from a new perspective, whether it be awakening someone’s physical potential and/or building new routines to aid daily living. This presentation will deliver on high energy and provide a motivational view of the wonderfully unique service we all have to offer. Ron will ignite you into action, stand-up and feel great about yourself.

References


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RBC Royal Bank, Relationships: Building Loyalty a Brick at a Time, Source Books for Successful Small Businesses and Entrepreneurs, June 2003

Wellemin John, Successful Customer Care, Barron’s Educational Series, Inc. 1997

Speaker Bio

Ron Downey is the Territory Manager for Home Medical Equipment (H.M.E.) for Medigas in Peterborough, Ontario. Medigas is a leader in home oxygen, respiratory therapy and medical equipment services. A former top sales performer with more then one major Canadian corporation.
He is a proven sales/service trainer, leader, manager and motivational speaker. He is effective at injecting humour, empathy and necessary “reality check” in his messages. He is noted for his charismatic and energetic style. Ron’s stresses that unless people put their newfound knowledge into practice, they haven’t actually learned anything at all.

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