YOU MAKE THE DIFFERENCE - THERAPIST / VENDOR “MAGICAL” PROFESSIONAL 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 professional 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 professional relationship is cornerstone to effective solutions and increases the likelihood of added referrals with all parties.

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

Overview: Five Keys to Building Effective Professional Relationships

1. “Rewardingness” and Reciprocity- “WOW” someone or something. Consider the little things we can do on a daily basis to excite and ignite others. Offer an exchange of services or products, contacts, resources and share in the learning process.

2. “Start at the Finish line” - Set Clear Goals - Clear goals will deliver on clear solutions and outcomes. There are tools available to ensure we understand each other and especially the client. Learn client expectations? What are we trying to achieve? Get the client to jump into the future 5 years to see what they envision and if they will be comfortable with their progress? Clarify, redefine and re-focus.

3. Rules and Communication - Break down all the barriers. Between therapist and vendor, be clear with each other on your abilities, strengths and weaknesses. Keep in mind we bring rules to the relationship based on personal factors and experiences. Be mindful of personality characteristics, time availability, comfort level, life focus, urgency, etc. Rules are the conditions of the professional relationship.

4. Dealing with Conflict – First recognize there is a problem. Know the Rules of the Relationship. Often times, conflict is caused by different frames of reference. Sideline, be open and talk about it. See the “Way It Is” Model. Learn how to stay “Unhooked”.

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5. Professional Boundaries – Is it fair to all concerned and will it build good will and better friendships? Keeping the OT/vendor relationship a professional one versus a personal one. Be clear on the expectations of each other. Representing all vendors in a trading area equally and responsibly.

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Speaker Bio

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