

The Custom Learning System **On-site Learning Advantage**



CHOICES:

Choose from over 100 leading-edge, leadership, professional development and service excellence topics.

PRESENTERS:

Our presentations are delivered by world class Speakers and Implementation Specialists with exceptional platform skills and implementation knowhow. Be prepared to experience state-of-the-art audience participation and interactive learning techniques. Each of our team of expert Speakers and Implementation Specialists consistently receive an average rating of 4.7 out of a possible 5 on their audience evaluations.

CUSTOMIZATION:

Every presentation is custom-tailored using our 6-step customization process:

1. Assessment of Customer Needs

- ▶ Analysis of situation
- ▶ Review of client needs
- ▶ Identification of goals, objectives, budgets and time lines

2. Custom-Tailored Program Design

- ▶ Design program outline
- ▶ Develop program components using core learning concepts
- ▶ Custom design components by creating new conceptual material

3. Production of High-Impact Delivery Material

- ▶ Produce easy-to-use learning guides and implementation tools
- ▶ Evaluation Forms
- ▶ Produce high-impact power point and flash video

4. Post-Program Implementation

- ▶ Dynamic delivery of program by Speaker/Implementation Specialist
- ▶ Clients train-the-trainer options
- ▶ Creative “DO IT” implementation process adapted to local client needs
- ▶ Optional “Return on Investment” measurement option

5. Evaluation/Continuous Improvement

- ▶ Debrief of seminar evaluation feedback
- ▶ Measurement of participant behavior change
- ▶ Receive “Next-Step” follow-up recommendations

6. Follow-up and Support

- ▶ Ensure program effectiveness - post delivery coaching option
- ▶ Client satisfaction guarantee
- ▶ Link to future training needs





The CLS

On-site Learning Advantage



Note: For complex assignments, CLS offers an additional comprehensive day of training and needs assessment.

Our Subject Expertise:

- ▶ Board/Trustee
- ▶ Employee Retention & Morale
- ▶ Conference Keynotes
- ▶ Leadership/Team Building
- ▶ Physician Satisfaction & Engagement
- ▶ Professional Development
- ▶ Leadership Retreats
- ▶ Service Excellence Courses
- ▶ HCAHPS and Value Based Purchasing
- ▶ Coaching & Implementation
- ▶ Train-the-Trainer

OUR CLIENTS SAY IT BEST:

“I owe you a huge thank you for the time and effort you spent in developing and delivering the presentation to the QHR Consulting Team. Your presentation was very well received and left us with a number of action items to follow up on. Your provocative customer service analysis set the tone for the second day of the meeting, resulting in very positive participation by the team. I enjoyed meeting you and seeing you in action.”

– *Tim Ryan, SVP Operational Metrics, Quorum Health Resources, LLC*

“Our recent symposium, “Changing the Way We Work Together” was a huge success. The event was attended by over 350 members of the Long Island Health Network. Based on the evaluations received regarding the day’s events, your presentation “The Spirit and Soul of the HCAHPS Hospital of Choice” received an amazing 3.7 out of a possible score of 4. Some of the comments received were: “speaker wonderful”, “quality presentation”, “excellent”, etc. We would like to thank you for your time and effort in making a truly valuable experience for all who attended.”

– *Kathleen Masiulis, Senior VP, Long Island Health Network, NY*

“Over the course of the last two years, I have had numerous interactions with Brian Lee, founder of Custom Learning Systems. Mr. Lee is an outstanding speaker. He served as keynote speaker and trainer at thirteen of our conferences. His enthusiasm for improving the delivery of health care inspires those who attend his sessions and gives them tools they can use at their facilities. His approach is to motivate to action not just feelings.

“We are know in the industry as a company that takes data seriously and our customers give the highest possible evaluations to Brian. By being a “real life example” of the messages and processes teaches, Mr. Lee propels his audience into action and prompts them to become the change they want to see in their facilities.

– *Melvin F. Hall, PhD, President and CEO, Press Ganey Associates, Inc.*