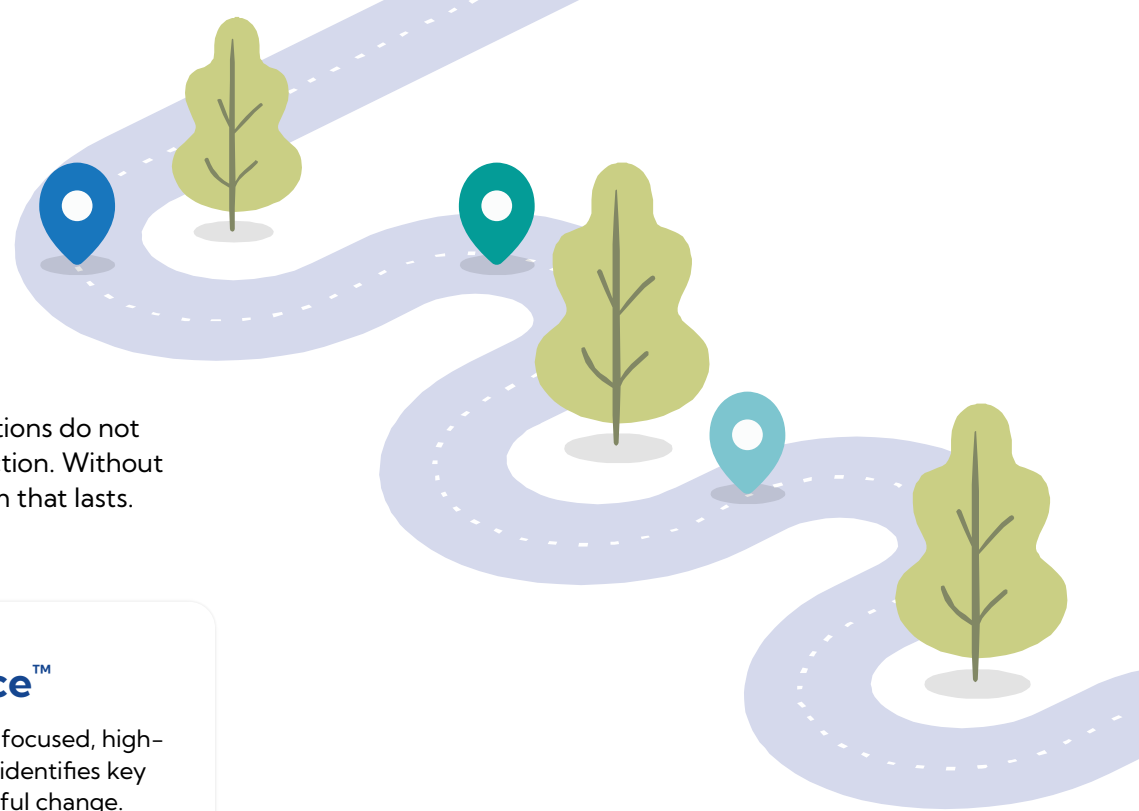




# Your Customized Three Year Roadmap

A clear path from pressure to performance. In most cases, organizations do not need “another training session.” They need clarity. Alignment. Direction. Without a clear roadmap, even the best teams struggle to create momentum that lasts. Which is why we begin with something different.



Two-day Onsite Consultation

## Ignite the Patient Experience™

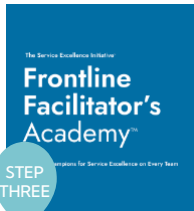
Jumpstart your patient experience strategy with a focused, high-impact 2-day engagement that aligns your team, identifies key opportunities, and builds momentum for meaningful change.



Three-Year Transformation Journey

## Service Excellence Initiative™

A comprehensive, proven framework that transforms culture, strengthens leadership accountability, and drives measurable improvements in patient and employee experience.



## Frontline Facilitator Academy™

Empowering staff to lead peer-to-peer training and sustain change from within. Through a practical train-the-trainer approach, participants learn how to deliver impactful workshops, engage adult learners, and confidently guide their teams in service excellence behaviors.

**If you are ready to clarify what your next three years should look like, let's start the conversation.**

**Rhonda Stel**

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**Schedule a Call with Rhonda**