

C.L.E.A.R.

Communication Training at CPC

- ***C***are
- ***L***isten
- ***E***tiquette
- ***A***ttitude
- ***R***esponsibility

Care:

- **Show concern about the questions and problems that people present to you.**
- **Our job is to solve their problems and help them get satisfaction.**
- **Our number one priority is for people to experience us as quick to respond and able to give them satisfaction.**

Listen:

- Use *Active Listening* to be sure you understand what is being said. ...”so what I understand you to be saying is...does what I am saying answer your concern?”

Etiquette:

- **Use basic rules of etiquette in each communication.**
- **In addition to please and thank you, addressing people with a little more formality can instill confidence that they are dealing with a professional organization and that their problem will be taken seriously.**

Attitude:

- Your attitude on the phone needs to reflect the whole agency's attitude about our work not just yours for the day.
- Our values as a service organization set our **clients, clinicians, and referral agents** at the heart of our business.
- These three groups of people need to feel and be valued by us at all times in order for our business to succeed.

Responsibility:

- **Our company is made up of several complex systems.**
- **We all need to focus on these systems working properly.**
- **If one piece that you see is failing, it is your responsibility to make sure it is being addressed.**
- **The notion, “it’s not my job”, is not a option. If something you’re involved in is not working, it is your job to clearly communicate to the manager about the problem until it works.**