

Dealing with the Cranky, Crusty, & Crabby: Serving the Difficult Customer

CHAMPS Webcast, June 15, 2006

Evaluation & CME Questions



Name, credentials: _____

Title: _____

Organization: _____

Address/City/State: _____

E-mail Address: _____

Phone Number: _____

This contact information is **required** if you would like to receive a Certificate of Participation or CME Credit for this webcast.

***Fax your completed form to Andrea Miller at CHAMPS, (303) 861-5315
Questions? Call (303) 861-5165 x285.***

Please complete the following evaluation questions (pages 1-3) so we can review our goals, objectives, and topics for future webcasts. Participants interested in receiving CME Credit must also complete the CME questions following the evaluation questions (page 4).

If you complete the Evaluation Questions and provide your contact information, you will receive a Certificate of Participation for this event. If you complete the CME Questions and provide contact information, you will receive a CME Certificate for 1.5 credits. Certificates will be emailed within three weeks.

EVALUATION QUESTIONS

1) What percent of customer problems are caused by bad systems?

- _____ 10%
- _____ 30%
- _____ 60%
- _____ 80%

2) What percent of the population have chronically difficult personalities?

- _____ 10%
- _____ 30%
- _____ 60%
- _____ 80%

3) I feel this presentation addressed Educational Objective #1: *To identify several types of difficult "guests" and how to adapt your service to each one*

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

4) I feel this presentation addressed Educational Objective #2: *To learn what makes people difficult and how to show empathy while still protecting your interests*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

5) I feel this presentation addressed Educational Objective #3: *To find out how to keep difficult people from "rubbing off" on you and ruining YOUR day (and the days of those around you)*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

6) I feel this presentation addressed Educational Objective #4: *To learn the LAST model for working with difficult customers*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

7) Rate your experience registering, logging on, and participating in this webcast through your computer system.

- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

8) The speaker was knowledgeable of the topic.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

9) The concepts of the webcast were clearly presented.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

10) The speaker was interesting to listen to.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

11) This webcast gave me practical tools I can use while working.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

12) How likely are you to attend another CHAMPS webcast?

- Very Likely
- Likely
- Somewhat Likely
- Not Very Likely
- Not at All Likely

13) Briefly describe the best/worst aspects of this webcast:

14) List other training topics that would meet the needs of your job:

15) Other Comments:

Thank you for your responses. If you are not applying for CME credit, please fax these responses to Andrea Miller at CHAMPS, (303) 861-5315. Otherwise, continue to the CME questions on page 4.

CONTINUING MEDICAL EDUCATION (CME) CREDIT QUESTIONS

You must attend the entire webcast and complete the following post-test in order to qualify for CME credit. Failure to complete all CME questions will result in no CME credit awarded.

Choose from the following words and phrases for all questions:

- | | | |
|-----------|---------------|-------------------------|
| Anger | It | Quit |
| Apologize | Learn | Sensitivity |
| Ask | Listen | Situationally Difficult |
| Fear | Our Processes | Solve |
| Fight | Perceptions | Taking |
| Flight | Personalities | Thank |
| Freak Out | Personally | Trust |
| Freeze | Plan | Unmet |
| Innovate | Quality | |

16) What are the Three Roots of the Difficult Customer/Person Tree?

17) What does QTIP stand for?

18) Most people become difficult because of two main sources:

_____ and _____

19) What does LAST stand for in the four steps of dealing with difficult customers?

20) What two responses do we not want to react with? (The Two Fs)

_____ or _____

***Thank you for applying for CME Credit.
Please fax your responses to Andrea Miller at CHAMPS, (303) 861-5315.***