

WHEN A CUSTOMER OR PROSPECT ASKS:

“WHAT TRAINING TOPICS AM I REQUIRED TO OFFER?”

SUGGESTED REPLY

“That’s a great question – but I need a little more information before I can give you an exact answer. You see, no two organizations have exactly the same training needs. There are many variables that shape your unique requirements. But I’m happy to explore your situation and have our Clinical Content Specialist design a training program that’s customized for you.”

GET THE DETAILS

Ask the customer or prospect these questions:

- In which state(s) do you operate?
- What’s your sector? (non-medical home care, homemakers, home health care, hospice, assisted living.)
- Ask if they have the statutes for their state. (If yes, ask them to send the link or file. If they don’t have it, it’s okay, we’ll find it.)
- What are your pay sources? (private pay, Medicare, Medicaid.)
- If Medicaid, what’s the name of the Medicaid waiver?
- Do you have an accrediting agency? If so, who is it? (Ask them to send the accrediting agency’s training requirements because accrediting agencies do not make that information available to the public.)
- Do you have a corporate office that mandates certain topics?
- Do you have any special requests for certain training topics?

DELEGATE

Send all the details to Stacey Tavarez for review. If Stacey is unavailable, send review request to Linda Leekley.

- **Preferred type of communication:** Email
- **Response time:** We will respond immediately to let you know we received the request. **Most requests can be fulfilled within an hour.**