

# Course : Welcoming for better care

**reception: an act of care**

**Practical course - 2d - 14h00 - Ref. OIG**

**Price : 940 € E.T.**

Receiving a patient is more than just an administrative formality; it's a human and relational challenge that often determines the smooth running of a treatment program. A successful reception creates a climate of trust between you and the patient, which is essential for a smooth hospital stay.

## Teaching objectives

**At the end of the training, the participant will be able to:**

- ✓ Improving the quality of reception and satisfaction of patients and their families
- ✓ Understanding the challenges and best practices of hospitality
- ✓ Develop involvement and skills in hospitality
- ✓ Managing difficult situations
- ✓ Passing on the keys to a warm welcome to new arrivals

## Intended audience

Nursing and educational teams, health agents and managers.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Situational exercises to improve communication skills. Communication exercises. Case studies on difficult situations.

### Teaching methods

Theoretical input and methods will support the professional situations described by participants.

## Course schedule

### PARTICIPANTS

Nursing and educational teams, health agents and managers.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 Defining the challenges of reception in patient care

- Identify the role of the receptionist in daily practice.
- Analyze the impact of reception on quality of care and patient satisfaction.
- Understand everyone's role and the impact of team cohesion on the quality of reception.

### Hands-on work

Video on reception and care criteria. Collective reflection on reception issues.

## 2 Understanding good reception practices

- Self-diagnose your practices, strengths and areas for improvement in hospitality.
- Learn about good hospitality practices and adapt them to your context.
- Refer to the Marianne charter and H.A.S. recommendations.

### Hands-on work

Questionnaire individuel et réflexion collective sur les pratiques d'accueil.  
Transcrire les bonnes pratiques retenues.

## 3 Developing your skills for a better welcome

- Learn the rules of good hospitality.
- Develop your communication skills.
- Learn the golden rules of positive communication and language.

### Hands-on work

Case studies and communication scenarios. Group debriefing.

## 4 Analyze difficult reception situations to manage them more effectively

- Identify difficult reception situations: waiting, overwork...
- Analyze triggers to act on the right levers.
- Find out which of our reactions are the ones that set things off [... "..."].
- Understand the other person in context to gain perspective.

### Hands-on work

Video on a difficult reception to analyze triggering factors. Analyze your practice to gain perspective. Exercise on emotions.

## 5 Dealing with difficult reception situations

- Develop empathy and assertiveness.
- Anticipate risky situations.
- A methodology for getting out of these situations.
- Passing on the keys to welcoming new arrivals.
- Individual action plan.

### Hands-on work

Exercice d'identification pour s'exercer à l'empathie. Questionnaire sur l'assertivité. Mise en situation.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.