

December 8, 2021



# Health Care Connection SERIES

## Customer Service and Professional Etiquette

*Presented by* John Dalton, Optimum RTS

- Who is the Client?
- Key Interpersonal Factors to Consider Prior to Interaction
- The First Impression
- Active Listening
- Conflict Resolution
- Follow Through



**John Dalton** A seasoned healthcare professional and national trainer for a multitude of companies ranging from small privately owned to large Fortune 500 companies, John E. Dalton has developed a clear understanding of each personality type and influencing factors related to learning.

This experience has not only led him to understand his audience when presenting material, but it has also provided him with the insight to explain the key factors with each unique generation in the workforce.

**Wednesday, December 8, 2021**  
**Time: 11:30 am – 1 pm**  
**Lunch included**

**HILTON PALM BEACH AIRPORT**  
**150 Australian Avenue**  
**West Palm Beach, FL 33406**

Register online: [www.pbcms.org](http://www.pbcms.org)

\$25 – PBCMS & MGMA Members & Staff

\$35 – PBCMS & MGMA Non-Members & Staff

**Vaccinated guests are welcome to register and attend.**

For more information, contact  
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