Corey Poirier
The Patient / Customer Experience:
Going Beyond the Expected to Unlock Practice Value

Corey has shared the stage with everyone from John C. Maxwell to Deepak Chopra to Stephen Covey to General Hillier and has presented to hundreds of thousands of attendees since he began his speaking journey.

Host of the top rated ‘Conversations with PASSION’ Radio Show, ‘For The Love Of Speaking Show’, and the founder of ‘The Speaking Program’, Corey has been featured in multiple television specials, and he has been featured in/on CBS, CTV, NBC, ABC, and is one of the few leaders featured twice on the popular Entrepreneur on Fire show.
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Session Overview

During this session, Corey Poirier will introduce the 5 innovative steps (the ones world class service organizations have in common) designed to help you unlock your practice value while getting figurative Standing Ovations from your customers.

Corey will also reveal innovative, amazing stories about how to create A+ customer experiences in your practice, while going beyond the expected, using the 5 steps he has discovered after studying some of the world’s best, and most innovative, customer service providers.

Session Outcomes

1. Learn the 5 powerful steps involved in getting standing ovations from each customer while unlocking your practice value
2. Discover methods for having your customers say WOW at the start and end of interactions
3. Learn strategies for handling conflict with customers