



DALE CARNEGIE®
TRAINING



CUSTOMER SUCCESS STORY



CUSTOMER

Press Ganey Associates, Inc.

CORPORATE PROFILE

Headquarters

South Bend, Indiana

Number of Employees

560

Type of Business

Healthcare Performance
Measurement and Improvement
Services

Website

www.pressganey.com

Details

Founded in 1985, Press Ganey Associates is the health care industry's leading independent vendor of performance measurement and improvement services.

“Successful organizations have success-minded people consistently working toward the future. Dale Carnegie Training helps unlock the potential within these people.”

Matt Andert

Director, Customer Service

Dale Carnegie Training's customized program helps propel Press Ganey's presentation effectiveness.

Press Ganey Associates, Inc. is in the improvement business, providing performance measurement and improvement solutions to healthcare providers across the country. They are also deeply committed to employee training and the cultivation of leadership internally. In 2006, Press Ganey gathered patient feedback from one in every eleven American households.

Maintaining rapid growth and category leadership in such a competitive industry places tremendous demands on employees to grow personally and take on the responsibilities of leadership at an accelerated pace. To meet these demands, Press Ganey chose to work with Dale Carnegie Training. “We looked for a company that had both a national reputation and local support. Dale Carnegie Training complements our internal training efforts by providing a well-structured program for improving performance,” says Matt Andert, director of customer service at Press Ganey.

Matt along with other Press Ganey executives met with Dale Carnegie Training to discuss different solutions to their challenges. Andert goes on to say, “Dale Carnegie Training listened to our needs and tailored many of the exercises to our unique situation. We were able to use ‘bigger than life’ scenarios that forced us to stretch outside of our comfort zones.”

Dale Carnegie's High Impact Presentations seminars incorporate a variety of training methods including group interaction, one-on-



one critiques and facilitation. According to Andert, “this training has been tremendously successful in building greater confidence and a sense of control regarding interpersonal communication with our consultants.”

The benefits of Dale Carnegie Training have been tangible and significant. To measure performance, Press Ganey surveys the attendees at every presentation. Since engaging DCT, the average score for Likelihood to Recommend this Speaker has increased from 85 to 90, and the average score for Presentation Style has increased from 84 to 90. More importantly, the number of trained service consultants on the road presenting to clients has more than doubled, providing Press Ganey with many more opportunities to provide improvement solutions and stay out in front of the competition.

The High Impact Presentations seminar is now part of Press Ganey's employee orientation program.

CHALLENGE

To retain a leadership position in its market Press Ganey needed to expand the capability of its service and sales teams, especially the individuals that would travel to client sites to deliver presentations.

SOLUTION

Dale Carnegie Training delivered a customized version of their High Impact Presentations seminar. High Impact Presentations seminars incorporate a variety of training methods, including group interaction, one-on-one critiques and facilitation.

RESULTS

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