



The Carousel of Hope & Healing

In the worst hour of a family's life...hope & healing

'Getting To Yes' Series

PART 5: Critical Must-Mentions For Maximum Effectiveness

Having potentially only minutes, it is mission-critical to: **a)** dispel a family's shock with compassion; **b)** effectively handle the fears/misunderstandings around donation, and be certain that all steps, documentation, and critical understandings around the family's requests be respectfully felt, heard, and fully looked at.

- Critical Must-Mentions: How to consistently relay crucial information while maintaining maximum effectiveness and sensitivity
- Crucial Concept Training: Covering crucial information while providing maximum coverage for yourself
- Authorization Hail Mary: When all else fails, what can you relay
- Acknowledging the NO: How to move through the NO using open ended statements
- Description First: Promoting positive thinking and recall

This seminar incorporates Eric's protocol for checking all the important boxes in an efficient and caring way.

Investment:

\$1295 for your group of up to 4 Team Members. Available at a time convenient for your team.

Your Trainer for This Session:

Eric Lanphear is a seasoned Organ Procurement Specialist with 17 years passion devoted to serving families and their medical support teams. His real world, hands-on success working with hundreds of ethnically diverse families throughout the country has provided a rich and varied vision in all the 'right' ways to speak to grieving families.



Find Out More:

Sign up through our website at <https://carouselofhopeandhealing.com>
or contact Eric Lanphear at:

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