XCELERATE TRAINING INSTITUTE
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CUSTOMER SERVICE

Patient Experience Management Training Course

Designing Compassionate, Patient-Centred Care Experiences

DURATION	LANGUAGE	FORMAT	COURSE CODE
3 days	English or Arabic	Classroom / Online	TTC-130

Upcoming dates

Dates	Venue	Format	Fee
1 – 3 Feb 2027	Cairo	Classroom	€2,400
26 – 28 Apr 2027	Live online	Online (live)	€900
10 – 12 May 2027	Casablanca	Classroom	€2,400
16 – 18 Aug 2027	Dubai	Classroom	€2,600
4 – 6 Oct 2027	Live online	Online (live)	€900
22 – 24 Nov 2027	Geneva	Classroom	€3,200

Register or ask a question

Online: x8ti.com/course/patient-experience-management-training-course/
+491631686678 · info@x8ti.com

Patient Experience Management Training Course

Introduction

Patients judge healthcare not only on clinical outcomes but on how they are treated: communication, respect, waiting times, comfort and involvement in decisions. Patient experience is now a key performance measure for healthcare providers.

This course explains how to measure, design and improve patient experience, handle complaints and build a patient-centred culture.

Learning Objectives

By the end of this course, participants will be able to:

- Understand patient experience and patient-centred care
- Map patient journeys and identify pain points
- Measure patient experience
- Improve communication and empathy
- Manage complaints and service recovery
- Lead patient experience programmes

Training Methodology

This course combines short expert presentations with practical exercises, case studies from the Gulf and international organisations, group discussions and work with real templates and tools. Participants are encouraged to bring examples from their own work so that the learning can be applied immediately.

Participants map patient journeys and design improvement initiatives.

Benefits for Your Organisation

- Higher patient satisfaction and loyalty
- Fewer complaints
- Better reputation
- Improved patient outcomes

Benefits for You

- Patient experience tools
- Communication and empathy skills
- Complaint handling techniques
- Improvement planning skills

Who Should Attend

This course is designed for:

- Patient experience managers

- Nurses and clinical staff
- Front desk and patient services staff
- Hospital managers
- Quality professionals

Course Outline

Day 1: Patient Experience Foundations

- What patient experience means
- Patient-centred care
- Patient journey mapping
- Cultural expectations
- Measuring experience

Day 2: Improving Experience

- Communication and empathy
- Waiting times and flow
- Environment and comfort
- Involving patients and families
- Staff engagement

Day 3: Complaints and Leadership

- Complaint handling
- Service recovery
- Patient experience programmes
- Reporting and improvement
- Action plan

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Registration Form

Patient Experience Management Training Course

Preferred dates: ..... Venue or online: .....

Duration: 3 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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Register online
Open the course page