

€ TRAINING

Enhancing Workplace Efficiency and
Collaboration in the Medical Supplies
Industry

9 - 13 March 2025
Amman (Jordan)





Enhancing Workplace Efficiency and Collaboration in the Medical Supplies Industry

REF: Z2970 DATE: 9 - 13 March 2025 Venue: Amman (Jordan) - Fee: 3550 Euro

Introduction:

This training program is designed to foster collaboration, enhance productivity, and develop the professional skills of employees within the medical supplies sector. Tailored for a diverse team, this program focuses on improving communication, teamwork, and workflow efficiency to align with organizational goals and deliver exceptional client service.

Program Objectives:

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

- Identify the importance of collaboration in achieving organizational goals.
- Develop practical skills for improving communication within teams.
- Explore strategies to enhance efficiency in workflows and operations.
- Foster a client-focused mindset for delivering exceptional service.
- Strengthen their role in contributing to a positive organizational culture.

Targeted Audience:

- Team members from various departments, including administration, logistics, and sales.
- Employees involved in medical device distribution and client service.
- Staff seeking to enhance their professional and interpersonal skills.

Program Outline:

Unit 1:

Building a Collaborative Workplace Culture:

- Encouraging teamwork and breaking departmental silos.
- Fostering trust and transparency within the organization.

Unit 2:

Effective Communication for Success:



- Mastering active listening and providing effective feedback.
- Addressing communication barriers in diverse teams.

Unit 3:

Improving Workflow and Operational Efficiency:

- Identifying bottlenecks in daily operations.
- Implementing strategies for process improvement and minimizing errors.

Unit 4:

Client-Centric Approaches for Service Excellence:

- Anticipating and addressing client needs in the healthcare industry.
- Building long-term relationships through exceptional service delivery.

Unit 5:

Empowering Employees for Organizational Growth:

- Aligning personal and organizational goals.
- Developing resilience and adaptability in a competitive market.