



CAPITOL CITY SPEAKERS BUREAU

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Kristin Baird

Travels from: **Wisconsin**

Fee Range: **\$5,001 - \$7,500**

With thirty years of experience in patient care, health care marketing, business development and administration, Kristin Baird is a talented speaker and consultant with a passion for service excellence. The president of Baird Consulting, Inc., Baird earned a Bachelors of Science in nursing from the University of Wisconsin, Madison and a Masters of Science in Health Services Administration from Cardinal Stritch College in Milwaukee, Wisconsin.

Baird is the author of *Raising the Bar on Service Excellence, Customer Service in Health Care: A Grassroots Approach to Creating a Culture of Service Excellence* and *Reclaiming the Passion: Stories That Celebrate the Essence of Nursing*.

Kristin Baird has worked with hundreds of health care clients including hospitals, medical practices and long term care facilities to improve the customer experience.

Baird Consulting, Inc. is a results-oriented consulting group specializing in customer service improvement and mystery shopping for health care organizations. Since 1991, Baird Consulting has provided health care clients with targeted solutions for customer service challenges.

Most Requested Programs...

- Reclaiming Your Personal Passion for Nursing
- Customer Service in Healthcare: Five Steps for Creating a Culture of Service Excellence
- Coaching for Service Excellence: The Link Between Management and Performance Improvement
- Service Recovery: Four Steps to Picking Yourself Up When You Fall Short
- Quality Through the Eyes of the Beholder: Turning Moments of Truth into Trust
- Building Leadership Skills that Foster Service Behaviors