

Outstanding CUSTOMER SERVICE: The E.I. Approach



January 22, 2026



8:30am – 12:30pm

▶ **TARGET GROUP:**
Anyone in the organisation

▶ **COST:** \$700

▶ **VENUE:** Online

The major objective of this programme is to develop & enhance the Emotional Intelligence of participants:

- Self-Awareness
- Self-Control
- Empathy
- Understanding & practising a Customer-Centred approach to service