

"Just having satisfied customers isn't good enough anymore. If you really want a booming business, you have to create raving fans." - Ken Blanchard



Program Objectives

- ❖ Understand and meet customer needs, exceed their expectations
- ❖ Describe characteristics of a truly exceptional customer dialogues
- ❖ Self-assess current level of ability with each of the Six Critical Skills
- ❖ Connect with customers with full ownership of customer's issues
- ❖ Resolve typical and challenging customer objection

Learning Modalities

- ❖ Highly Interactive sessions of questions and answers
- ❖ Introduction to various creativity and innovation concepts
- ❖ Pragmatic Case studies from a selection of industries
- ❖ Application of the frameworks and tools
- ❖ Group presentations and debrief

Learning outcomes

- ❖ Improved customer loyalty and retention
- ❖ More efficient resolutions with strong solution orientation
- ❖ Bolstered brand perception showcasing the exceptional service
- ❖ Improved customer relationships
- ❖ Explore the customer's issues before positioning solutions

Who should participate

- ❖ Professionals at all levels offering Customer Service or Support
- ❖ Internal customer facing organisational work groups
- ❖ Managers and Supervisors responsible for team outcomes
- ❖ Executives and Senior Executives dealing with high-level decisions