Enhancing The Customer Experience: The Complete Training Course

14 - 18 Oct 2024
Dubai - Residence Inn by Marriott Sheikh Zayed Road

AGILE LEADERS
Training Center

Enhancing The Customer Experience: The Complete Training Course

Ref.: 1001_241950 **Date:** 14 - 18 Oct 2024 **Location:** Dubai - Residence Inn by Marriott Sheikh Zayed Road **Fees:** 3700 **Euro**

Overview:

This training course is designed to take your organization from a product-focused mindset to a customer-centric service model. Also, you'll explore customer communication strategy, customer communication plan, and how to use customer communication tools effectively. We'll also focus on quality assurance and quality control, poka yoke, and the quality improvement cycle. This training program is unique as it combines key concepts from both the Balanced Scorecard training and the CRM course, giving a holistic customer centric approach.

Target Audience:

- Customer Service Managers
- Quality Assurance Managers
- Customer Care Staff.
- Individuals looking to attain a Certification Training in enhancing customer experiences

Targeted Organizational Departments:

- Customer Service Department
- Front Desks Employees.
- Quality Assurance Department

Targeted Industries:

- Govermnetal Entities
- Retail
- Banking
- Hospitality
- Telecommunication

Course Offerings:

Participants will:

- Learn the advantages of a learning organization
- Delve into the customer centricity model
- Master the Balanced Scorecard
- Improve their customer communication strategy

Training Methodology:

Our training methodology involves:

- Interactive sessions

- Real-life case studies
- Group discussions
- Continuous feedback sessions

Course Toolbox:

Participants will be provided with:

- A comprehensive workbook
- Balanced Scorecard templates
- Customer communication tools

Course Agenda:

Day 1: Understanding the Customer

- Topic 1: Introduction to customer centricity model and its advantages
- Topic 2: Basics of customer communication strategy and customer communication plan
- Topic 3: Effective usage of customer communication tools
- Reflection & Review: Reflecting on the importance of customer centric thinking

Day 2: Quality Assurance and Control

- Topic 1: Introduction to quality assurance and quality control
- Topic 2: Understanding Poka Yoke
- Topic 3: The quality improvement cycle
- Reflection & Review: Importance of quality in customer service

Day 3: Mastering Communication

- Topic 1: Effective Listening
- Topic 2: Aknowledging the Voice of Customer VOC
- Topic 3: Handling Customer Issues Effectively Body Language, Tone of Voice ...etc
- Reflection & Review: Importance of VOC and Communication Skills in customer satisfaction

Day 4: Balanced Scorecard and CRM

- Topic 1: Balanced Scorecard training
- Topic 2: Introduction to CRM course
- Topic 3: Aligning CRM with customer centricity
- Reflection & Review: How Balanced Scorecard and CRM improve customer service management

Day 5: Customer Satisfaction and Happiness

- Topic 1: Customer satisfaction training courses
- Topic 2: Enhancing customer relations
- Topic 3: Customize happiness - Making customers happy
- Reflection & Review: The role of customer satisfaction in customer centric culture

How This Course is Different from Other Enhancing The

Customer Experience Certification Training Courses:

Our course integrates different aspects like customer communication strategy, CRM, Balanced Scorecard, and customer centric culture into one comprehensive course. This holistic approach helps participants understand how these elements work together to enhance the customer experience. The course's strength lies in its practical, hands-on approach, providing real-life examples and case studies for a more engaging learning experience.

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts and development. With 20 years of industry experience, we are committed to managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MI

We are dedicated to customer-centric ag deliver a clear return our core agile value actionable and impa

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a rea investment. Our courses focus on enhancing knowledge, improving skills, an achieve this through engaging and interactive training techniques, including games, and puzzles.

CONTACT US

📍 UAE, Dubai Investment Park First

📞 +971585964727
+447700176600

✉️ sales@agile4training.com

Gamified and Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.

Our Training Categories

We cover a wide range of training categories to cater to different needs and interests

Branding, Marketing, Customer Relations, & Sales Programs
Finance and Accounting Programs
Human Resources Management Programs
Management & Leadership Programs

Political & Public Relations Programs
Project Management Programs
Quality & Process Management
Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.

Where to Find Us

You can join our training programs at our centers located in

We also offer online training sessions through the Zoom platform.

Malaysia	Morocco	Spain	France	UK	Italy	Egypt	Turkey	Georgia	Azerbaijan	UAE
Kuala Lumpur	Casablanca	Barcelona	Paris	London	Rome	Cairo Sharm El-Sheikh	Istanbul	Tbilisi	Baku	Dubai

UAE, Dubai Investment Park First

+971585964727
+447700176600

sales@agile4training.com