



Walk the Customer Centric Talk

Serve your customers with the right experience.



Overview

Customer is not an interruption to our work, he is the purpose for it.

– Mohandas Karamchand Gandhi

Customer Centricity today is the most sought after but ironically the least visible attitude seen in service professionals. A Customer Centric culture is a matured skill which is not an overnight affair or a check list and neither does it imply to deliver everything that the customer wants. It includes the realignment of the entire organization around the customer to make sure their needs become the starting point of our service.



Learning Outcomes

This workshop intends to help learners understand the meaning and key elements of being customer centric and develop skills, utilize tools and embrace best practices to help inculcate and shape a customer centric mindset and eventually a culture.



Your takeaways

1. Meaning and Elements of Customer Centricity
2. Customer Centricity What it should be and shouldn't be
3. Customer Centric Best Practices
4. Aligning Systems and Developing Tools
5. Sharpening Skills and Instilling Customer Centric Beliefs



Program Details

- 90 + 90 mins
- Pre and Post work essential
- Delivered by expert facilitators
- Open to all
- English language only

