

Customer Focused Management: Driving Organizational Success

2027 1 – 2026 28
Paris (France)

UK Traininig

PARTNER



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2022-2023 **1521** **1621** **1726** **1830** **1935** **2040** **2145** **2250** **2355** **2460** **2565** **2670** **2775** **2880** **2985** **3090** **3195** **3300** **3405** **3510** **3615** **3720** **3825** **3930** **4035** **4140** **4245** **4350** **4455** **4560** **4665** **4770** **4875** **4980** **5085** **5190** **5295** **5400** **5505** **5610** **5715** **5820** **5925** **6030** **6135** **6240** **6345** **6450** **6555** **6660** **6765** **6870** **6975** **7080** **7185** **7290** **7395** **7500** **7605** **7710** **7815** **7920** **8025** **8130** **8235** **8340** **8445** **8550** **8655** **8760** **8865** **8970** **9075** **9180** **9285** **9390** **9495** **9600** **9705** **9810** **9915** **10020** **10125** **10230** **10335** **10440** **10545** **10650** **10755** **10860** **10965** **11070** **11175** **11280** **11385** **11490** **11595** **11700** **11805** **11910** **12015** **12120** **12225** **12330** **12435** **12540** **12645** 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Day 3: Enhancing Customer Experience

- Understanding customer needs, expectations, and behaviors.
- Developing service standards, policies, and effective complaint resolution processes.
- Leveraging technology to improve the overall customer experience.
- Strategies for consistently delivering exceptional service at every touchpoint.

Day 4: Measuring and Improving Customer Satisfaction

- Identifying and tracking key performance indicators for customer satisfaction.
- Designing and implementing customer surveys to gather actionable insights.
- Analyzing feedback to drive improvements and resolve issues proactively.
- Embedding continuous improvement strategies into customer service operations.

Day 5: Advanced Customer Service Leadership

- Managing complex and challenging customer interactions.
- Applying advanced communication strategies as a leader.
- Building and sustaining a culture of customer focus across the organization.
- Developing an actionable plan to transform organizational customer service practices.

Individual Impact

- Gain confidence in leading customer-focused initiatives and teams.
- Develop a toolkit of strategies for coaching, motivating, and empowering staff.
- Enhance skills in analyzing customer feedback and implementing improvements.
- Leave with a personalized action plan for driving lasting customer-focused change.

Organizational Impact

- Strengthen customer satisfaction, loyalty, and long-term relationships.
- Build a high-performance culture centered around customer excellence.
- Improve operational efficiency through structured feedback and continuous improvement.
- Align organizational strategy with customer expectations and market demands.

Training Methodology

This program combines interactive learning with practical application, including:

- Real-world case studies and best practice examples.
- Workshops on leadership, team motivation, and customer experience design.
- Role-playing exercises for handling challenging customer situations.
- Tools, templates, and action plans for immediate application in the workplace.

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Beyond the Course

Upon completion, participants will be able to:

- Lead teams and initiatives that consistently deliver exceptional customer experiences.
- Implement measurable systems to track, analyze, and improve customer satisfaction.
- Build a culture that places customers at the center of organizational strategy.
- Drive sustainable organizational transformation toward a customer-focused mindset.

This program provides leaders with a clear roadmap to embed customer-centric thinking, elevate service standards, and create a culture that drives both customer loyalty and business growth.

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