

Customer Focused Management: Driving Organizational Success

2027 00000 24 - 20
Istanbul (Turkey)

UK Traininig

PARTNER





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.

PARTNER



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.

UK Training

PARTNER

