

# Customer In Focus 90 minute series

A unique InspireOne offering that can help you to create a customer centric organization in just 90 minutes.



Our Global Partners



## InspireOne is delighted to introduce its unique “Customer In Focus”

### 90 minute series

As the current economic situation puts pressure on all of us to rationalize our training expenses, you would agree that we have to find innovative ways to develop our people. It is also critical now to continue to focus on the customer. In fact *many companies are realizing that they have no choice but to focus even more on the customer in order to survive.*

Maintaining that focus on customer will require your people to:

- *Understand the needs of the customer*
- *Find innovative ways to meet them*
- *Retain customers and reduce churn*
- *Maintain internal service level agreements for external customer satisfaction*
- *Build stronger relationships with customers*

In this series of **90 minute sessions** your employees will be exposed to various customer centricity related best practices, skills and tools. You can choose to:

- Conduct only a few 90 minute sessions that you find most relevant to your organization or,
- Introduce a weekly/ fortnightly or a monthly calendar in your organization on “Customer In Focus”

Following is a list of key modules we cover in our 90 minute series:

Service Attitude	Customer Centric Organization	Moments of Truth	Internal Service
Complaint Handling	Building Rapport	Empathy	Teamwork
I Own the Problem	Handling Stress	Assertiveness	Quality Management
Strokes	Service Process Blueprinting	Handling Difficult Customers	Customer Service Etiquettes