

Customer-oriented Thinking and Acting

Customer-oriented organizations are successful organizations. This is not surprising, as a real customer-oriented organization shows interest in both internal and external clients. In this Blended Training Customer-oriented thinking and acting, customer focus is central. During this formation, you will handle real practice cases and learn what it means for an organization to put the customer really central. Customer focus leads to satisfied clients and employees. And satisfied employees are priceless to every organization.



You wish to learn more about this course?? +31 (0)541 - 663 029 or info@jahetwerkt.nl

Programme

- Determine role and responsibility in customer focus;
- Set a definition for 'customer';
- Determine the customer's norms and values;
- Determine the organization's framework conditions;
- Customer-oriented think and acting ;
- Acquire customer focused skills and learn to listen;
- Assertive communication and remaining customer focused;
- Customer-oriented presentation;
- Determine the customer's need and translate it into your own customer-oriented acting;
- Learn to apply a customer-oriented complaint procedure;
- Define and implement internal customer focused.

Outcome

After the Customer-oriented Thinking and Acting Course, you will have a good understanding of the importance of customer focused thinking and acting, and of your role. You will acquire essential skills to deal with the needs and wishes of internal and external clients.

Specifications

Number of participants

6 to 18 persons.

Blended training forms

- As a 1 day- or 2 day-course, depending on preliminary knowledge;
- As a tailor-made programme over several (2-4) day parts.