

KEEPING PEOPLE FIRST

EMPOWER YOUR CUSTOMERS TO PROMOTE YOUR BRAND!



Extended business and personal benefit.

Happy and engaged employees are the ones directly influencing the creation of customers who are promoters, thus resulting in thriving business with a growing bottom line.

The critical component for making that all happen is people. Those whose job it is to make positive connections between the customer and the brand every day.

Collaboration within the teams ensures we continue to make a positive contribution. Colleagues together identify new ideas that enable the organisation to create opportunities to make every experience a customer has one that is compelling, engaging and long lasting.

Sustaining our focus on the customer is a constant challenge, particularly because it requires more and more creativity and energy to differentiate ourselves.

Keeping the service message fresh and sustainable, and customers loyal and enthusiastic is what this programme helps teams and organisations achieve.



1 Day course

Comprehensive Materials

Can be tailored for your business

TARGET AUDIENCE

Everyone in your organisation has the ability to impact your Customer's Experience. This extended learning programme is particularly beneficial for those who have previously attended TMI's Putting People First Programme.

Request more information: one@tmiworld.com

THIS COURSE WILL ENABLE YOU TO:

- Build on previous learning about the customer experience without losing the momentum
- Explore types of your customers and how you can ensure their continuous satisfaction
- Use the power of stories to demonstrate how the organisation succeeds in delivering great customer experiences
- Examine how we can improve our customer-centricity
- Create a positive atmosphere with colleagues and customers alike
- Take ownership of the team and organisational commitment to the Customer Experience



WE BELIEVE IN THE INDIVIDUAL

a **GI GROUP** brand