

Customer Relationship Management Training



The Customer Relationship Management Program is specially designed to provide a broad overview of their role, the sensitivity and importance of customer handling. Moreover, it dwells into the essentials of client servicing skills such as the appropriate communication, grooming and etiquette, as well as handling challenging situations.

The objectives are to create understanding the strength of your relationships with your clients and to learn growing the size of client projects, to ensuring projects run smoothly. This workshop enables you to get greater clarity on what your customers want and what they value about their relationship with you. It helps you in getting new insights and techniques in building stronger relationships to develop new business, and balancing expectations with multiple accounts. It will deepen your understanding of how your clients perceive you and create a strategy to build even stronger relationships with your customers. One will also be able to build relationships through networking.

Who should attend?

Front Line/ Supervisory Level/ Middle Management

Registered & Head Office-

801, Raheja Plaza I, LBS Marg, Ghatkopar (W),
 Mumbai 400 086
 Email: trainingindia@tuv-nord.com Tel: +91-22-66477000

Contact:

Pune: training.pune@tuv-nord.com
Baroda: training.baroda@tuv-nord.com
Mumbai: training.mumbai@tuv-nord.com
Kolkata: training.kolkata@tuv-nord.com
Delhi: training.delhi@tuv-nord.com

Bengaluru: training.bengaluru@tuv-nord.com
Coimbatore: training.coimbatore@tuv-nord.com
Chennai: training.chennai@tuv-nord.com
Hyderabad: training.hyderabad@tuv-nord.com

Website: www.tuv-nord.com/in **Toll Free:** 1800-209-0902

Course Contents:

1. Impact of Customer Relationship on Business

- Synchronized roles of various departments in a business
- Importance of Communication with Internal and External Customers
- Relationship building with External Customers
- Profiling the customer / people type
- Customer expectations

2. Personal Transformation to Enhance Personal Interaction

- Business Etiquette and Grooming
- Greeting- what's expected from a professional representative?
- Displaying Office Etiquette on Visits
- Professional attire
- Business colors and fabrics
- Hygiene factors

3. Behavioral Areas

- Assertiveness
- Its need and impact on the customer "feel good factor"
- Balanced Empathetic Approach in handling any customer queries/complaints/ proposing solutions
- Taking ownership- Owning the role and the situation

Certificate

Certificate of attendance shall be issued to all the delegates attending entire duration of the training course

Duration:

2 Days