

2 Days | Classroom Training | Mumbai

5 Star Customer Experience: Winning Strategies

28th & 29th June, 2024

LIMITED SEATS!

In today's dynamic corporate landscape, the success of any organization hinges significantly on the competence and agility of its workforce.

Recognizing this imperative, we present the **3E EMPLOYEE SKILL+ Program, powered by #THREEE** that is a transformative leap into the realm of employee development, offering a cohesive and dynamic framework for nurturing talent, driving performance excellence, and fostering a culture of innovation and growth.

Enable Potential -> Equip Performance -> Empower Progress

These pillars, rooted in the realms of Behavioural, Technical, and Functional skills, form the cornerstone of the transformative learning journey.

Program Overview

5-Star Customer Experience: Winning Strategies is a dynamic program that provides attendees with the necessary skills and strategies they require to improve customer experiences. The program will focus on the key roles of frontline employees and the drivers of internal and external service quality, as well as the nuances of effective Customer Relationship Management (CRM). Participants will learn innovative ways to engage with customers and identify ways to resolve customer grievances proficiently in today's competitive environment. With practical application, the program empowers participants to implement strategies that optimize critical customer interactions, gain data-driven insights, and utilize opportunities presented by automation.

Program Objective

By the end of the program, participants will be able to:

- ✓ Apply strategies to shape the critical role of frontline employees.
- ✓ Identify critical drivers of internal and external service quality.
- ✓ Build and measure an effective CRM.
- ✓ Recognize new ways of rethinking customer engagement.
- ✓ Address customer grievances in an effective manner.

Key Program Takeaways

- ★ Identify and implement key success drivers of CRM strategy.
- ★ Gain insights on ways of customer engagement - A data-driven approach.
- ★ Optimize critical customer interactions in an era of automation.



Ideal For

Functional Leaders | CRM Team Leads | Team Leaders | Customer Support Specialists
Business Development Heads | Relationship Managers

Methodology

An interactive workshop including experiential learning, role-plays, question-based discussions, and PowerPoint Presentation.

Benefits for Enterprise Clients



Drive cross-functional collaboration to seize opportunities.



Develop insights through surveys and metrics.



Foster customer advocacy and creating customer delight.

Trainer Profile

Karen Mazarello

With an MBA in HR, Karen brings 20+ years of experience in the space of Corporate Training, Consulting, Coaching, Learning & Development, Employability and Performance Management. She has extensively collaborated with clients to drive engagement and impact corporate, educational and government institutions.



She has facilitated speakerships across a range of participant profiles with Indian and international audiences alike. She enables individuals and teams to discover their potential in the areas of Communication, Presentation, Trainer Development, Team Member Engagement and Leadership. Her training programs are complemented by her People-Manager experience from her earlier organizations like Tech Mahindra, Bank of America, and Dale Carnegie India.

About NSE Academy Ltd

NSE Academy Ltd. is a wholly-owned subsidiary of the National Stock Exchange of India Ltd. (NSEIL). NSE Academy enables the next generation of BFSI and FinTech professionals with industry-aligned skills through capacity-building programs and certification courses, powered by an online examination and certification system.

The courses are well-researched and carefully crafted with inputs from industry professionals. NSE Academy works closely with reputed universities and institutions across India in building a competent workforce for the future of BFSI and FinTech. NSE Academy also promotes financial literacy as an essential life skill among youngsters - a contribution towards financial inclusion and wellbeing.



Program Fee: INR 40,000/- Plus GST applicable

Please contact NSE Academy for corporate pricing on bulk nominations.

Contact for More Information

📍 Meenakshi Chauhan ✉ meenakshic@nse.co.in 📞 8655647404 📍 Mumbai

Disclaimer

1. This document is the property of NSE Academy Ltd and may only be used/shared by authorized personnel. Reproduction, dissemination, copying, disclosure, modification, distribution, and/or publication of any part of this material is strictly prohibited without prior consent.
2. The Course Content/Outline mentioned is indicative and may be modified by NSE Academy in the best interest of participants.
3. NSE Academy reserves the right to change or modify the class date/time due to certain exigencies in the best interest of participants.
4. The fee paid is non-transferable and non-refundable.