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Customer Centricity

Group Training

Training code	CGACLCE2CD
Spoken Language	Dutch
Language Materials	English
Dayparts	2
Price	€850,00 excl. VAT No extra costs.

What is Client Centricity

"We have to put the customer first" is a frequently heard statement, but what does that really mean? If we ask you about your positive or negative experiences as a client of an organization, you can count on having enough to say! In the 'customer centricity' training, we focus on that and with your customer experience we look for what client centricity really means and how you make its effects visible. You learn from Lean, Agile and Design Thinking what the effects of your work are on the customer. You investigate who your client is and you get the tools to work 'customer centrici'. Customer centricity starts with you but does not end there. We look at what an organization can do to become client centric and you learn from organizations that have elevated customer centricity to art.

Who should attend Client Centricity

- Customer Service Representatives: Enhance your skills in understanding and addressing customer needs effectively.
- Product Managers: Gain insights into designing products that meet customer expectations and improve satisfaction.
- Business Analysts: Understand customer data and use it to drive business decisions.
- Project Managers: Ensure your projects align with customer needs and deliver value.
- Consultants: Provide better advice to clients by understanding their customer-centric challenges.
- IT Professionals: Develop systems and solutions that enhance the customer experience.

Prerequisites

No specific prerequisites are required, but a basic understanding of customer service principles and business operations is beneficial.

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Objectives

At the end of the training you will be able to:

- Analyze the impact of your work on customer satisfaction.
- Apply Lean, Agile, and Design Thinking principles to enhance customer experience.
- Identify and understand your target customers.
- Implement strategies to foster a customer-centric culture in your organization.
- Evaluate and learn from organizations that excel in customer centricity.

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An organization, like ours, helps people and their organizations day by day to get the best out of themselves and each other. We prepare them to defy tomorrow's challenges. We stimulate learning and curiosity. In order for individual IT professionals and their employers, to build better, longer and more intensive relationships. For mutual benefit.

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