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Customer Centricity

Group Training

Training code	CGACLCE2CD
Spoken Language	Dutch
Language Materials	English
Dayparts	2
Price	€800,00 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 centric'.
Customer centricity starts with you but does not end there. We look at what an organization can do to become a client centric and you learn from organizations that have elevated customer centricity to art.

Who should attend Client Centricity

The training is intended for professionals who want to be better able to provide their customers with the best possible service.

Prerequisites

No specific prior education is required.
During this training you need a laptop.

Objectives

The aim of the Customer Centricity training is to give professionals a better insight into the effects of their own work on client centricity. You learn to look at your work from the customer's perspective and you are provided with tools and methods that are immediately applicable. You also learn to look at customer centricity from an organizational perspective. What resources, strategies and processes are there that help

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put the customer first.

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Real life stories of our professionals' experience that tell how to solve problems and work with the people around it, do the rest.

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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