

PUTTING PEOPLE FIRST

WORLD FAMOUS SERVICE DELIVERY PROGRAMME



Business and Personal Benefit.

Make it possible to provide a customer experience that your customers can't wait to buy - and your people can't wait to deliver!

Shaping a customer-centric culture in an organisation can be an exciting and highly challenging undertaking. Exciting, because it can take you on a unique and rewarding journey offering rich experiences, invaluable insights and stunning outcomes. And challenging, because – like any change management initiative – there will be hurdles to overcome along the way.

In order to successfully navigate this journey, it is critical that the approach taken is based on sound frameworks and processes. TMI's Putting People First framework helps you to identify appropriate courses of action that will minimise the risks you take, and maximise your chances of becoming a successful customer-centric organisation.

Putting People First isn't just a service 'training programme' that transforms feelings and thinking into real customer-driven behaviour, it's also an unforgettable and emotionally engaging journey that has the potential to make a difference to participants' own lives.



Flexible 1 or 2 day duration

Comprehensive Materials

Can be tailored for your business

TARGET AUDIENCE

Everyone in your organisation has the ability to impact your Customer's Experience. The course is designed to engage all of your people, regardless of role, in improving service both inside and outside of your organisation.

For more information, visit www.tacktmimalaysia.com or call us on +603 – 6203 4410

THIS PROCESS WILL ENABLE YOU TO:

- Determine how to deliver 'Moments of Magic' for Customers through 10 simple, effective strategies
- Learn from outputs of the two management games that can be immediately applied to the workplace
- Adapt your behaviours based on new thinking and perspectives.
- Set a framework for defining service standards that everyone works towards
- Take responsibility and ownership for solving problems and making a positive contribution
- Identify the levels and drivers for delivering a compelling customer experience
- Create interactions with customers and colleagues that cultivate confidence, capability and warmth
- Lead successful coaching and feedback conversations with your team
- Implement tools and techniques to manage your energy and performance in high-pressure situations
- Create agendas going forward for team meetings that focus on the customer experience
- Assert yourself and make the right choices for a positive outcome with an angry or emotional customer
- Take ownership of the team and organisational commitment to the Customer Experience



WE BELIEVE IN THE INDIVIDUAL

a GI GROUP brand