

# PUTTING PEOPLE FIRST

## COURSE OVERVIEW

### World famous service delivery programme

- Engage everyone to take ownership of the team and organisational commitment to the customer experience
- Improve service internally as well as externally to be an organisation that is compelling to work for and easy to do business with
- Build individual's confidence so that they are ready to take responsibility

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. Tack 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.

For further information visit [tacktmi.co.uk](https://tacktmi.co.uk). If you would like to speak to a member of the team call 01923 897 900 or email [uk@tacktmiglobal.com](mailto:uk@tacktmiglobal.com).



**Interactive & Practical Training Course**

**Available in-person or virtually**

**Visit [tacktmi.co.uk](https://tacktmi.co.uk) for further information**

### SUITABLE FOR:

Everyone in the organisation whether or not they have face-to-face customer contact and regardless of their role and contribution to the business

### YOU WILL LEAVE THIS COURSE ABLE TO:

- Determine how to deliver 'Moments of Magic' for Customers through 10 simple, effective strategies
- Adapt your behaviours based on new thinking and perspectives
- Take responsibility and ownership for solving problems and making a positive contribution
- Create interactions with customers and colleagues that cultivate confidence, capability and warmth
- Implement tools and techniques to manage your energy and performance in high-pressure situations
- 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