

SHAPING A CUSTOMER-CENTRIC CULTURE

COURSE OVERVIEW

A Tack TMI process

- Identify values, behaviours, skills, structure and systems that are required and essential for your organisation to become fully Customer-Centric
- Define and work towards desired state of your organisation to succeed as Customer-Centric
- Establish processes you need to implement in your organisation to enable customer centricity

Recognising and delivering upon customer expectations is essential to building a successful business. To accomplish that, one must build a genuine customer-centric culture in an organisation – 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 many 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.

Combining 40+ years of customer experience expertise, with unique and proven consulting frameworks ensures you identify appropriate courses of action that will minimise the risks you take, and maximise your chances of success. The course text goes here which is the initial opening paragraph on each web page

For further information visit tacktmi.co.uk. If you would like to speak to a member of the team call 01923 897 900 or email uk@tacktmiglobal.com.



Interactive & Practical Training Course

Available in-person or virtually

Visit tacktmi.co.uk for further information

SUITABLE FOR:

Everyone in your organisation that has the ability to impact your Customer's Experience

UNIQUE CONSULTING PROCESS:

Based on three consulting frameworks:

- TMI's 5-Box Model
- Shaping Customer Centric Culture (SCCC) Process Architecture
- Customer Centric Persona Model
- List of the bullet points from the web page that come under 'you will leave this course able to'