

15-week coaching programme

IN-HOUSE TRAINING

We start with an in-house training combining theory with practice, so that you and your team not only learn, but can also start working immediately. We ensure that a customer-driven approach does not just remain an idea, but becomes a daily reality.

IN-DEPTH WORKSHOPS

After the in-house training, we dive deep into the subject matter through customized interactive workshops. We help you to structurally integrate customer-driven ways of working. To guide you and your organisation through this transition, we take a step-by-step approach. In this way, not only will you learn what works, but you will be able to put it into practice immediately.

A STRONG FOUNDATION

During this coaching programme, we not only lay the foundations together, we also ensure that you and your organization can grow independently in becoming customer-driven. At the end of the programme, you will know exactly how to approach and implement a customer-driven way of working.

Customer Service Growth Trajectory



Pricing

€1.155/session *

At the end of this programme, you will:

- ✓ **Understand your customers like never before** – Gain deep insights to anticipate and meet customer expectations.
- ✓ **Design a seamless service experience** – Optimize channels, define a clear service charter, and master recovery strategies.
- ✓ **Turn strategy into action** – Develop a concrete plan to improve customer interactions and internal workflows.
- ✓ **Measure and enhance performance** – Track key service metrics to drive continuous improvement.
- ✓ **Create a customer-driven culture** – Embed customer-centricity into daily operations for long-term success.

15-week coaching programme

IN-HOUSE TRAINING

We start with an in-house training combining theory with practice, so that you and your team not only learn, but can also start working immediately. We ensure that a customer-driven approach does not just remain an idea, but becomes a daily reality.

IN-DEPTH WORKSHOPS

After the in-house training, we dive deep into the subject matter through customized interactive workshops. We help you to structurally integrate customer-driven ways of working. To guide you and your organisation through this transition, we take a step-by-step approach. In this way, not only will you learn what works, but you will be able to put it into practice immediately.

A STRONG FOUNDATION

During this coaching programme, we not only lay the foundations together, we also ensure that you and your organization can grow independently in becoming customer-driven. At the end of the programme, you will know exactly how to approach and implement a customer-driven way of working.

Customer Experience Growth Trajectory



Pricing

€1.295/session *

At the end of this programme, you will:

- ✓ **Map and optimize customer journeys** - Design seamless experiences that enhance satisfaction and loyalty.
- ✓ **Gain deep customer insights** - Use data and research to shape impactful customer strategies.
- ✓ **Transform strategy into action** - Develop a roadmap to implement customer-driven improvements.
- ✓ **Measure and enhance performance** - Track key CX metrics to continuously optimize experiences.
- ✓ **Build a customer-driven organization** - Foster a culture where customer-centricity is at the core of decision-making.