

€ TRAINING

Enhancing Customer Satisfaction and Team
Performance



9 - 13 March 2025
Istanbul (Turkey)



Enhancing Customer Satisfaction and Team Performance

REF: M2889 DATE: 9 - 13 March 2025 Venue: Istanbul (Turkey) - Fee: 5300 Euro

Introduction:

This training program is designed to equip participants with the skills needed to enhance customer satisfaction, build effective and motivated teams, and implement managerial practices that foster a positive, productive work environment.

Program Objectives:

By the end of this program, participants will be able to:

- Enhance customer service interactions to increase client satisfaction and loyalty.
- Build and manage high-performing teams that are cohesive and motivated.
- Implement effective communication strategies for team alignment and goal achievement.
- Foster continuous improvement to drive efficiency and workplace morale.
- Apply practical managerial techniques for smooth, efficient operations.

Targeted Audience:

- Customer Service Managers.
- Team Leaders and Supervisors.
- Mid-Level Managers.
- HR and Operations Managers.
- Business Owners and Entrepreneurs.

Program Outline:

Unit 1:

Enhancing Customer Service Excellence:

- Tools to identify and exceed customer expectations.
- Building rapport, active listening, and empathy in customer service.
- Techniques for de-escalation and conflict resolution.

- Encouraging team alignment with customer satisfaction goals.
- Metrics and feedback loops for continuous improvement.

Unit 2:

Building and Managing Effective Teams:

- Identifying and nurturing team strengths.
- Role clarity and accountability in team settings.
- Methods to inspire and engage team members.
- Techniques for fostering team unity and cooperation.
- Creating a culture of appreciation.

Unit 3:

Effective Communication in the Workplace:

- Developing skills for effective two-way communication.
- Adapting to diverse communication preferences.
- Practical tools for handling disputes constructively.
- Structuring meetings for engagement and clear outcomes.
- Ensuring clarity and reducing misunderstandings.

Unit 4:

Managerial Techniques for Workplace Efficiency:

- Tools for managing tasks and avoiding burnout.
- Assigning responsibilities to foster growth and efficiency.
- Using metrics to inform managerial choices.
- Identifying and implementing efficiency improvements.
- Techniques for juggling multiple responsibilities.

Unit 5:



Fostering a Culture of Continuous Improvement:

- Recognizing and acting on improvement opportunities.
- Using feedback to drive development.
- Inspiring employees to contribute new ideas.
- Guiding teams through transitions.
- Monitoring improvements and recognizing efforts.