



# CX COACHING

If you don't look after your customers - someone else will.  
Customer Experience matters.

Acquiring a new customer can cost five times more than retaining an existing customer.

In this session we'll take your teams through essential CX hygiene and techniques they can adopt to increase the level of service they provide customers and colleagues.

#### Content Includes

- Cause and effect - understanding customer contact
- P.R.E.A.C.H. principles
- How and when to apply personality
- How to deal with complaints, abuse, and escalation
- Proactively anticipating customer needs
- Tools and systems. What's working, what's not?
- Team bonding and inter-office culture
- + lots more



#### Half or Full Day

A full day with lunch, or two half-day sessions.  
On-site, off-site, or remote  
- you choose what fits your business.



#### Interactive

It's not just sitting in a room listening to someone drone on. Your staff are engaged and challenged throughout the course. Workbooks & certificates included.



#### Full Report

Throughout, we obtain valuable & candid insights in process, systems, culture, and barriers to help you make meaningful business decisions.



**Book Online**

View the full course agenda and book online at [www.omnichannel.nz](http://www.omnichannel.nz)

## Contact Us

06 222 6664 

[hello@omnichannel.nz](mailto:hello@omnichannel.nz) 

[www.omnichannel.nz](http://www.omnichannel.nz) 