



LIVE VIRTUAL ONLINE



CUSTOMER CENTRIC CULTURE SEMINAR

About This Seminar :

This one-day Customer Service and Customer Experience course covers how to engineer customer thinking into the heart of your organisation's culture. You will learn to recognise and nurture the driving forces behind customer centricity. Topics include how to perform a culture audit, how to embed values through culture change, and how to sustain healthy customer-centric organisational habits through strong governance.

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Live Virtual Online

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