

# team building / total customer focus

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| description | <p>A one or two day workshop focused on improving internal customer relationships to improve the service given to the external customer. The workshop demonstrates the need for team working and keeping the focus on both internal and external customer requirements. It is designed to provoke and stimulate fresh thinking on accepted work practice, to identify practical ideas to be applied immediately in the workplace.</p>   |
| for         | <ul style="list-style-type: none"><li>• People of all levels from related departments.</li><li>• Any organisation that realises the importance of customer contact and is seeking to perform more professionally to achieve outstanding success.</li></ul>  |
| features    | <p><b>The Customer Focus</b></p> <ul style="list-style-type: none"><li>• providing customer care</li><li>• what we mean by 'customer care' and the golden rules</li><li>• the ten commandments of 'customer care'</li><li>• customer expectations – how to exceed them.</li></ul> <p><b>Processes and the Internal Customer Supply Chain</b></p> <ul style="list-style-type: none"><li>• process owners and process identification</li><li>• how what we do affects the overall success</li><li>• team work and the internal customer</li><li>• clearly agreeing requirements between departments.</li></ul> <p><b>Identifying Opportunities to Improve our Service</b></p> <ul style="list-style-type: none"><li>• brainstorming how we can improve our service to our internal customers, to improve the overall care provided to the external customer</li><li>• agreeing requirements between departments</li><li>• owning and action planning identified improvements.</li></ul> |
| format      | <p>Tutorial presentation of ideas and concepts with full delegate participation. Facilitated identification of opportunities to improve the effective operation of the customer supply chain and the ultimate care given to the external customer. Use of a customer focus and team building exercise to reinforce the main learning points.</p>  |
| benefits    | <ul style="list-style-type: none"><li>• Improved business results through more professional and effective contact with customers.</li><li>• Increased understanding of the importance of the internal customer supply chain and meeting agreed requirements.</li><li>• Increased understanding of agreed requirements between departments.</li><li>• Company perceived as being more caring, reliable and professional.</li></ul>   |

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## For more details of our consultancy and training support

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