

Customer Centric Communication - Level 1

[2 Days Interactive Experiential Learning Workshop; ~2.5 Hours per Topic with Role-Plays, Case Study Report-Outs & Video Analysis]



1. Customer Oriented Consulting – Business Communication For Consultants – Best Practices, Lessons Learned, Tips, Tricks & Traps!



2. Discuss – Design – Deliver – Drive & Feed Upward – Feed Sideward – Feed Down – Feed Forward During Tele - Con & Video - Con



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3. Enabling Seamless TEAM [Together Everyone Achieves More] Performance For Clients By LISTEN [Leverage – Influence – Share – Teach – Empathize – Negotiate] & PROBE [Present – Reflect – Organize – Brainstorm – Evolve] Problem Solving Framework



4. Managing Self – Others – Job Scope ; Inform – Involve – Engage Using Crucial Conversations, Constructive Confrontation , Precision Questioning & Conflict Management Techniques

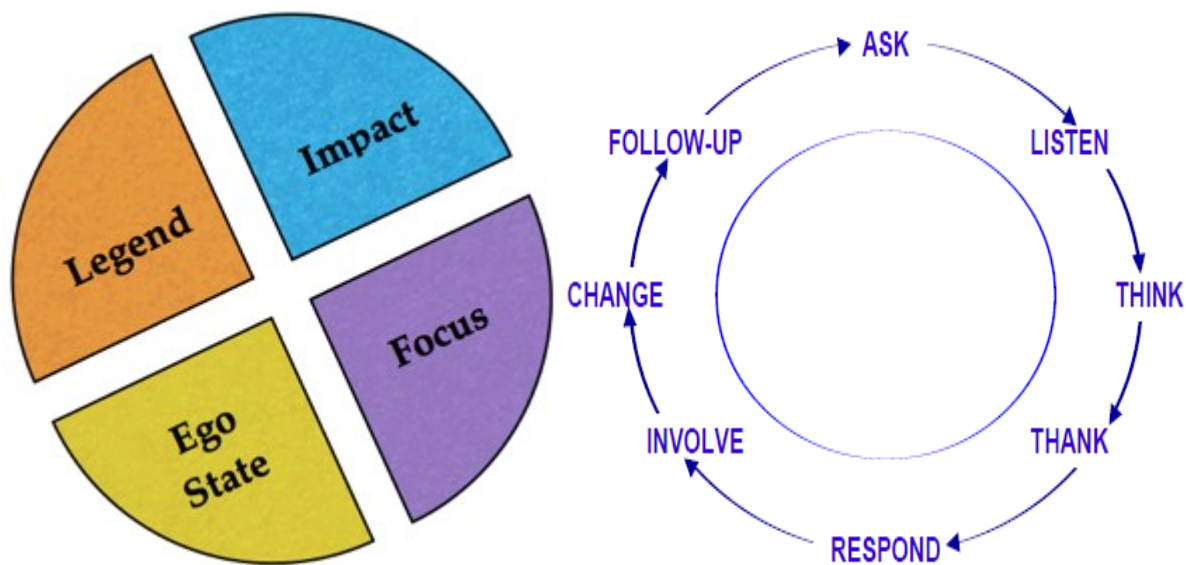


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5. Client Facing Influencing Skills With Volition – Action – Knowledge For Consulting Excellence

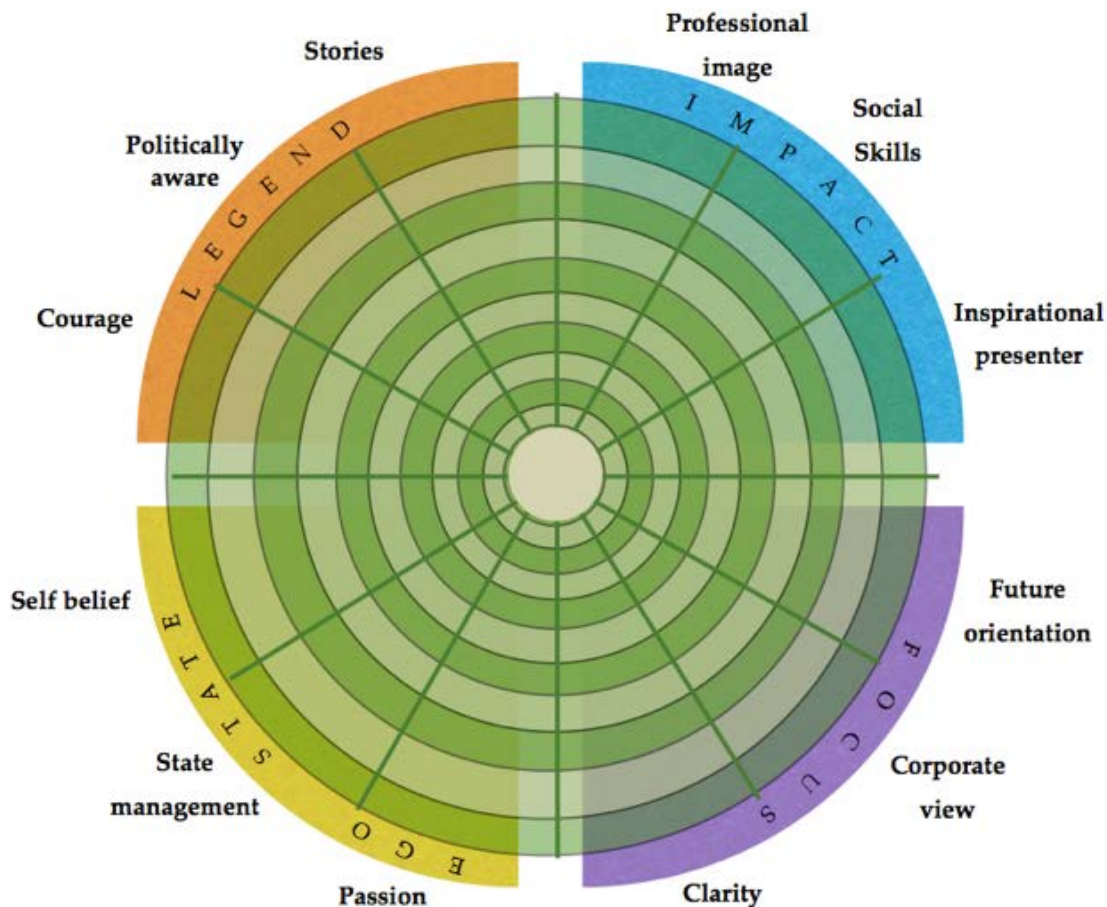


6. Bring LIFE [Legend – Impact – Focus – Ego State] To Customer Consulting Experience!



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Themes	Meanings
Legend	Your reputation, your brand, how people talk about you, how they describe or perceive you
Impact	The impression you create when you walk into a room or stand up at a conference. The buzz you create around you
Focus	Your perspectives on a problem, the areas that are on your radar, how you focus your energy
Ego State	The core of who you are, Your passion, energies, self belief and self control. When you look in the mirror what do you see?



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Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
- Clients will have to arrange LCD, Speakers, Mike on their own.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
- Client will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training.
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client.
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of Client and Client shall not use Sieger Trainer's without the knowledge of Sieger Training Consultants (P) Limited.
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training in the event that the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices.

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