

Customer Centric Communication - Level 2

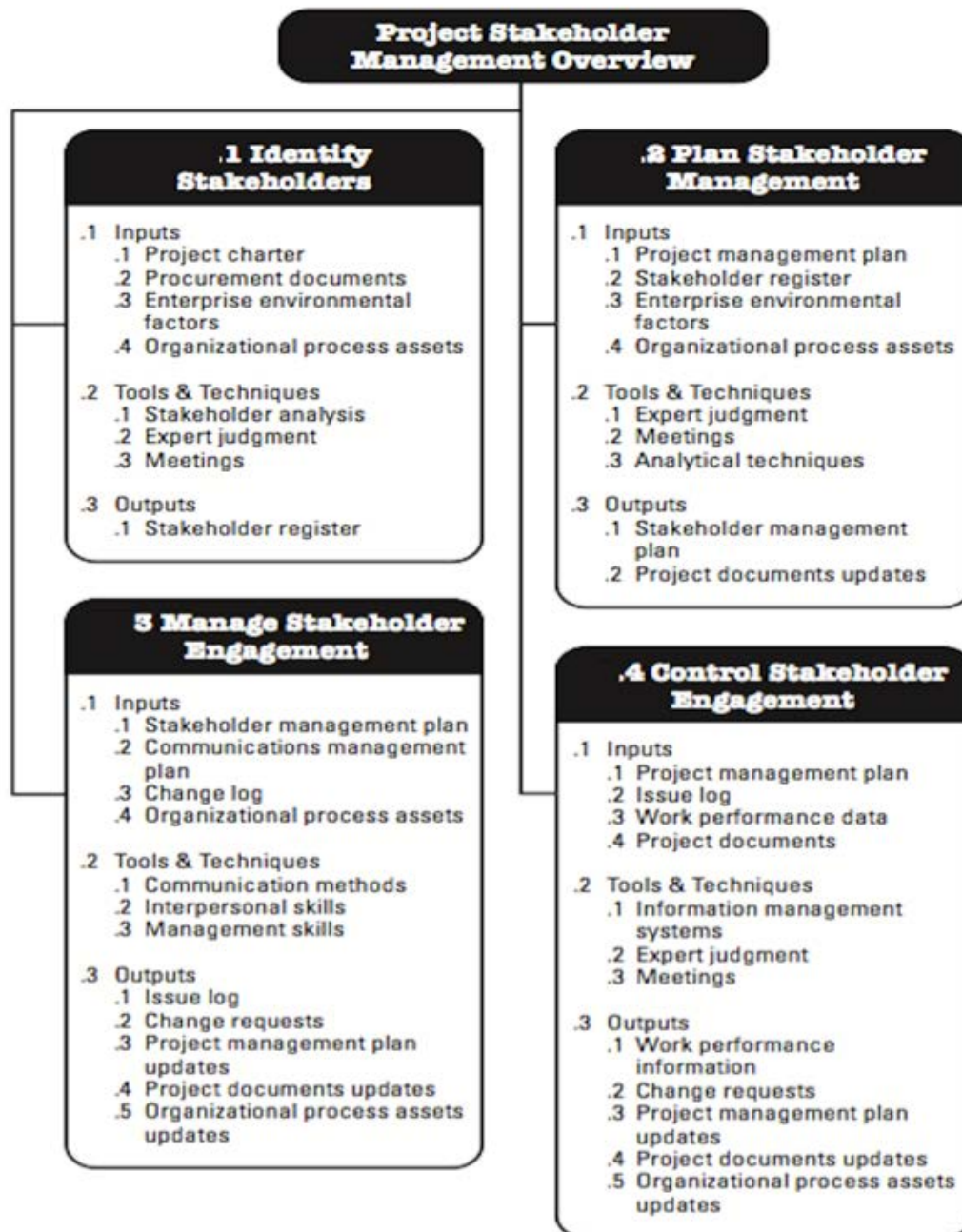
**[2 Days Interactive Experiential Learning Workshop; ~2.5 Hours Per Topic
With Role-Plays, Case Study Report-Outs & Video Analysis]**

1. Thought Leadership & Change Management To Catalyze Customer Consulting Experience!



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2. Overview of End-to-End Stakeholder Management Processes



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3. Leading TEAM [Together Everyone Achieves More] Performance, Efficiency and Effectiveness To Meet Client Expectations



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4. Customer Oriented Consulting – Addressing Consulting Conflicts By Advanced Business Communication [Assertiveness, Persuasion, Interpersonal Effectiveness & Influencing Skills]

COMMUNICATING AND INFLUENCING

Attention To Communication

Oral Communication

Written Communication

Persuasive Communication

Interpersonal Effectiveness

Influencing Others

Building Collaborative Relationships

Customer Orientation

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5. Managing Client Deliverables By Effective Consulting Methodology – Biz Process Reengineering & Biz Performance Management



Manage the Business

- | | |
|---------------------------|---------------------------|
| Budgeting | Innovation & Creativity |
| Business Case Development | Innovation Implementation |
| Business Plan Development | Marketing Essentials |
| Crisis Management | Negotiating |
| Customer Focus | Performance Measurement |
| Decision Making | Process Improvement |
| Diversity | Project Management |
| Ethics at Work | Strategic Thinking |
| Finance Essentials | Strategy Execution |

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6. Effective Consulting For Results Orientation & Execution Excellence



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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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