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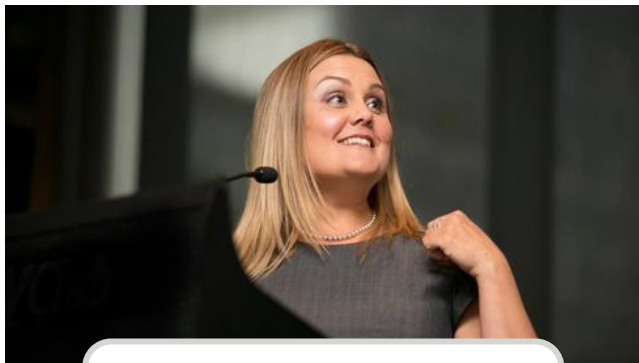
Training & Speaking Engagements



**Training &
Workshops**



**Coaching &
Mentoring**



**Speaking
Engagements**



**Podcasts &
Webinars**



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CX FOR LEADERS ALIGN YOUR LEADERSHIP TO BEST PRACTICE

Course Outline

This program provides innovative ways to understand, create and manage customer experience in all channels. It is designed to enable you to drive high performance, consistency, quality outcomes and identify efficiencies.

The day is jam packed with strategies to uplift the performance of a department, teams and individuals, while exceeding customer expectations. It also provides an opportunity to explore your emotional intelligence as a leader, providing insights into how to manage emotions and demonstrate resilience in response to constraints, setbacks, and adversity.

The interactive training program includes presentations combined with interactive breakout sessions, providing you with the opportunity to practically apply your learning and network with peers to share stories and experiences.

Key Outcomes

- Linking CX to your Corporate Strategy, Vision and Values.
- The 'CX ecosystem' and how to uplift the performance of the department, teams, and individuals.
- In-depth understanding of the six key leadership behaviours that drive CX.
- Strategies to embed CX into your organisation's culture.
- Best practice reporting metrics and measurement tools
- How to motivate team members while driving for results and creatively innovating.
- Manage change and transformation, as well as understand your role as change champion.
- Develop your skills as a leaders to improve both customer and employee experience.



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CX FOR FRONTLINE STAFF ALIGN YOUR BUSINESS TO BEST PRACTICE

Course Outline

This half-day training workshop provides you with the key insights into how you can deliver exceptional customer service to your customers – whether it is over the phone, in stores or as part of an organisation’s back-office operations.

The session is jam packed with techniques and tips you can easily apply the minute you leave the session, including using positive vocal techniques when speaking to customers, effective body language technique for face-to-face interactions and how to display empathy and connect with customers in any customer contact channel.

This workshop is ideal for all customer interfacing staff including, back-office phone, email and face-to-face team members who are looking to develop or advance the skills with the latest best practice techniques.

Key Outcomes

- Understand customer expectations and best practice techniques to enable you to deliver a great customer experience.
- Understand customers and their behaviours to personalise the experience and deliver positive outcomes.
- Learn how to apply the CX Guiding Principles to all customer interactions.
- Understand the role you have to play in creating a great customer experience and the measures of success so you can improve your performance.
- Improve your confidence when interacting with customers.
- Be able to positively engage with customers in a variety of situations, to ensure a great experience and outcome for your organisation



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WRITING EFFECTIVE CUSTOMER COMMUNICATIONS

Course Outline

Learn now how to be clear, concise and on purpose, as well as explain complex concepts and write using positive and persuasive language. This program enables you to deliver a positive experience for customers, whether they be internal or external.

If your current role involves written communication or you're simply looking to develop your business writing skills, this is the ideal course for you. The course comprises of theory blended with a range of interactive activities to consolidate learning.

Key Outcomes

- Determine the purpose and appropriate formats for documents before determining the logical sequences of data, information and knowledge.
- Develop written communication skills in a variety of formats, including email, letters and documents.
- Communicate information in a constructive and positive manner using language that customers can understand.
- Create consistency and build credibility in your written communications.
- Analyse information and documents provided by others for bias, gaps, conflicting advice and political implications.
- Ensure data, information and knowledge is written concisely that satisfies business purposes



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COACHING FOR LEADERS FUTUREPROOF YOUR LEADERSHIP STYLE

Course Outline

Coaches can empower people to think differently, create self-awareness, and teach integrated thinking and observation. Through coaching you can learn to build trust and rapport and boost communication skills by using active listening, reflection, empathy, and powerful questioning.

This course empowers leaders to think differently and be more effective to assist employees to stay motivated and focused on their goals.

A good coach can also help to identify potential gaps in employee skillset and encourage them to learn new skills by setting goals, monitoring performance, and providing feedback.

This highly interactive program will enable leaders to embed their learning during activities and share their experiences with the wider group.

Key Outcomes

- Understanding the importance of influencing and coaching skills and leading teams to achieve success.
- Understand the difference between feedback and coaching.
- Coach for performance and outcomes
- Strategies to improve employee engagement.
- Tools and techniques for coaching discussions with team members including best practice questions and coaching plans.
- Link coaching to performance development plans.
- Identify and recognising high performing staff across all levels.
- Establish a coaching culture and manage under performance.
- Enable transformation relation to customer and employee experience.



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COACHING FOR FRONTLINE STAFF FUTUREPROOF YOUR BUSINESS

Course Outline

Coaches can empower people to think differently, create self-awareness, and teach integrated thinking and observation. Through coaching you can learn to build trust and rapport and boost communication skills by using active listening, reflection, empathy, and powerful questioning.

This course empowers frontline staff to think differently about the importance of being coached in their role and how it can be leveraged to remain motivated and focused on their goals. It also empowers staff to strive to deliver best practice customer interactions and empowers them to be in control of their career.

This highly interactive program enables you to embed your learning during activities, practice and fine tune techniques and share your experiences with the wider group.

Key Outcomes

- Leverage feedback from your coach to deliver a personalised, seamless, consistent, and positive experience for your customers.
- Understand best practice standards for customer interactions to enhance call, email and face-to-face efficiency.
- View customer interactions from a more customer centric viewpoint.
- Create a culture of empathy and empowerment to assist the customer with accuracy, professionalism and care.
- Embrace a coaching culture where you can leverage coaching to improve employee experience.
- Understand your role in coaching and the importance it has on customer experience and your career.



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EMBRACING DIVERSITY AND INCLUSION IN THE WORKPLACE

Course Outline

This two-hour training program is aimed at improving your ability to understand diversity - both in the workplace with colleagues, and with customers. The course provides you with an understanding of what diversity and inclusion actually means, and how it impacts ourselves as well as others.

As part of the journey during the session, we will raise your awareness of your own values, beliefs, and biases. The interactive training program gives you an enhanced understanding of diversity in the workplace.

The program includes presentations combined with interactive breakout sessions, providing you with the opportunity to practically apply your learning.

Note: This course can be modified for Leaders and included modules relating to managing in a diverse environment.

Key Outcomes

- Embrace the meaning of diversity and the different ways it presents itself in society.
- Understand diversity and the benefits, as well as challenges of working with people from a diverse background (both employee and customer).
- Gain awareness of your own perspective and any biases you may have, and how these can impact your interactions with people.
- Discover tools you can adopt to become aware of their own values, beliefs, and biases.
- Understand how diversity can positively enhance the customer experience.
- Learn tips to embrace diversity and inclusion in the workplace to enable the workplace to be a positive environment for all.



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CUSTOMER JOURNEY MAPPING FUNDAMENTALS

Course Outline

Every customer is on a journey, yet many organisations treat each customer interaction as if it's an isolated event. To improve customer experience (CX), organisations must understand how their business strategy aligns to their CX strategy. This enables them to cater for their customer's entire journey and provide a 'wow' customer experience.

Our training program is based upon industry standard and adult learning theory and principles. This encourages knowledge retention through engaging motivated, self-directed adults to use relevant, practical, life experience and knowledge to achieve the goals of the learning opportunity.

Attendees will be provided with an overview of Customer Journey Maps, their purpose and benefits, as well as the framework and key components.

Key Outcomes

- Understand how to interpret customer journey maps and how they can be applied in your business to better understand customers.
- The role customer journey maps play in designing and improving the customer experience.
- The purpose and benefits of customer journey mapping.
- Describe and document how customers interact with my business.
- Identify pain points, processes that are working well and opportunities for improvement.
- The framework and key components.
- Integrating customer journey maps into your business operations to transform CX and become a more customer centric organisation.



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CUSTOMER JOURNEY MAPPING FOR BUSINESS PROFESSIONALS

Course Outline

Every customer is on a journey, yet many organisations treat each customer interaction as an isolated event. To improve customer experience (CX), organisations must understand how their business strategy aligns to their CX strategy. This enables them to cater for their customer's entire journey and provide a 'wow' customer experience.

This program is based on industry best practice and adult learning principles. This encourages knowledge retention through the use of relevant, practical, life experience and knowledge to achieve learning outcomes.

Attendees will be equipped with tools, templates and tips on how to run customer journey mapping workshops and use them effectively in their business. The course comprises of theory blended with a range of interactive activities to consolidate learning.

Key Outcomes

- The role customer journey maps play in designing and improving the customer experience.
- The purpose and benefits.
- How to design customer journey maps and identify key 'moments of truth', points of delight' and 'pain point' in the customer journey.
- Aligning customer journey maps to business processes and success metrics.
- Identify pain points, processes that are working well and opportunities for improvement.
- The framework, key components and tools to develop your own customer journey maps.
- Integrating customer journey maps into your business operations to transform CX and become a more customer centric organisation



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USING FEEDBACK TO TRANSFORM YOUR BUSINESS TO THE IDEAL FUTURE STATE

Course Outline

During this program discover how to engage with internal customers and manage internal customer relationships to transform your business by leveraging customer feedback insights. This program will enable customer feedback and provide invaluable insights into how an organisation can change and improve.

Look at real-life case studies, key market trends and best practice approaches and learn how to win commitment within your organisation to influence change.

This workshop is designed for participants who are looking to expand their skillset with new thinking and more strategic approaches for a deeper contribution to the organisation's strategy or transformation agenda. Don't miss the opportunity to discover how to do this plus more in this interactive virtual class.

Key Outcomes

- Understand the CX Ecosystem, the elements and interdependencies to transform customer experience.
- Link feedback and complaints data to align with corporate strategy and transformation agendas.
- Integrate your CX strategy and Complaint's policy to deliver a great CX.
- How to transform feedback into actionable insights and improvement opportunities and prioritise them.
- Discover the power of storytelling to communicate with senior management to win commitment within your organisation to influence change.
- Obtain best practice advice for Engaging Customers and Stakeholders.
- Learn about methodologies used to implement change including Customer Journey Mapping.



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DRIVING CUSTOMER ADVOCACY AND COMPLAINT RESOLUTION

Course Outline

Driving customer advocacy involves understanding your customers and meeting their needs. There is often a strong need in organisations to manage challenging situations that customers experience. This program equips staff with strategies to manage difficult situations and resolve complaints while putting the customer at the center of everything they do.

The program allows participants to explore customer relationships and establish a framework and focus on restoring relationships resulting in improved customer experience, satisfaction and retention. It builds confidence to respond to complaints and feedback.

This workshop is ideal for all staff in internal or external customer facing roles, team leaders and management professionals looking to develop and advance their skill sets with the latest best practice techniques.

Key Outcomes

- Provide strategies on how to handle difficult situations including complaints.
- Guide customer expectations and deliver good and bad news more effectively.
- Better understand your customers through active listening so you can deliver the best possible experience.
- The role you play in the customer experience ecosystem.
- Understand the differences between complaints and feedback.
- Manage complaints successfully.
- Constructive conflict management.
- Persuasion and influence in managing conflict.
- Becoming customer centric by better understanding your customers and their expectations.
- Strategies to restore relationships with customers.



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DEALING WITH CHANGE

Course Outline

This half-day training program helps analyse the difficulties when dealing with change in the workplace. Change is occurring at an exponential rate, faster than ever before. The constant changes in our world, businesses and lives provide us with great advancements, but change also challenges us.

This session will equip you with techniques and tips you can easily apply the minute you leave the session, including how to successfully transition to the change by minimising the stress and trauma associated with change and maximizing productivity, engagement and enjoyment of change.

This workshop is ideal for all staff including, Leaders, and team members who are looking to develop or advance their skills associated with dealing with change.

Key Outcomes

- Analyse how you react to change and how you can compare and differentiate how others respond to change.
- Identify types of change and where change occurs by engaging in productive conversations about change.
- Demonstrate initiative and acceptance to help change happen smoothly
- Explain the efforts that change has on performance and how this impacts performance and emotion
- Learn how to apply these techniques and be able to support yourself and others through change



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MANAGING VULNERABLE CUSTOMERS AND DIFFICULT SITUATIONS

Course Outline

This half-day training program takes a holistic approach to customer interactions across your organisation. It is aimed at improving your ability to deliver exceptional customer experience to all customers with a focus on interacting with vulnerable customers.

This session is jam packed with techniques and tips you can easily apply the minute you leave the session, including delivering positive interactions and personalising the experience to all customer interactions.

This workshop is ideal for all customer interfacing staff including, Leaders, back-office phone, email and face-to-face team members who are looking to develop or advance the skills with the latest best practice techniques.

Key Outcomes

- Learn best practice techniques to deliver a great customer experience.
- Understand customers, expectations and behaviour to personalise the experience and deliver positive outcomes.
- Learn how to apply CX guiding principles to all customer interactions.
- Understand how to personalise customer interactions and best manage vulnerable customers.
- Learn how to manage difficult situations and de-escalate them to prevent complaints.
- Gain clarity regarding the role you play in creating a great customer experience.
- Be able to positively engage with customers in a variety of situations, to ensure a great experience and outcome.



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RESUME WRITING TO GET YOUR DREAM JOB

Course Outline

This two-hour training program helps you to write an amazing resume that gets attention and helps you get the job you want. It is aimed at improving your understanding on the job market and write a resume that will attract hiring managers, stand out from the competition and passes automated filters.

We will share a proven way to write an excellent resume that works for you to get your next job! We will give you tips and provide examples on how you can write measurable, relevant achievements and show how those will benefit the company.

The program includes presentations combined with interactive breakout sessions, providing you with the opportunity to practically apply your learning.

We will give you a best practice resume template that you will start to build out during the session.

Key Outcomes

- Learn tips to write a resume to attract recruiters and hiring managers.
- Receive independent information about the job market.
- Ensure you're job ready through learning new skills and tools to access employment opportunities.
- Identify your key strengths and position yourself effectively.
- Develop the skills to prepare a personalised and professional resume.
- Increase self-awareness including interests, strengths, values and drivers.
- Using the best practice resume template, you will have started to build out your resume so you can move forward with your job search immediately.



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