



KPMG Nunwood customer experience skills bursts

A global marketplace, the increasing use of technology and rising customer expectations means delivering a great customer experience is more challenging than ever before. Recognising and delivering what matters to customers and building lasting relationships, is a key measure of success.

Eight years of research by KPMG Nunwood shows that every outstanding customer relationship has a universal set of qualities. By understanding and delivering those qualities, The Six Pillars, in every customer interaction has proven to deliver enhanced outcomes, growth and value.

KPMG Nunwood are part of global network of customer professionals, with access to expertise on customer experience excellence, helping businesses and organisations of all shapes and sizes, across all industries, improve the way they work.

Description

This topic is aimed at individuals who interact with customers as part of their role. The topic features The Six Pillars: Empathy, Integrity, Time and Effort, Personalisation, Expectations and Resolution. You'll learn how each of The Six Pillars can be used to develop outstanding customer relationships.

You'll learn about the importance of Empathy in customer experience and how you can use simple techniques to connect with customers in your role, building stronger relationships. How personalising your interactions can drive emotional connections with customers and make them feel valued.

The topic has been designed to explore why managing a customer's expectations and, where possible, exceeding them is an excellent way to improve customer satisfaction. It's about recognising that even with the best steps in place, problems still happen, and it's how you deal with a situation and resolve it, that's vital to the customer's experience.

Time is an important commodity for everyone, you will learn how time and effort impacts a customer's experience. You'll explore how Integrity, through honest and rewarding conversations are crucial in building rapport with a customer and ultimately lead to stronger relationships.

continued overleaf...



KPMG Nunwood customer experience skills bursts (cont.)

What does it involve?

This topic features a collection of 9 tutorials where you'll learn about The Six Pillars. Each 10-minute tutorial includes either an audio or video conversation, where the choices you make will impact the quality of the interaction with a customer and the outcome.

Over the course of the tutorials you'll experience how subtle changes to your customer conversations can make a difference. You'll receive feedback not just on how well you solved a customer's problem but also how well you use each of The Six Pillars.

At the end of each tutorial a review activity gives you the opportunity to think about what you have learnt and discuss with your manager any techniques you will apply in your role. You will consider what you might do differently when talking to customers, if there are any challenges to overcome and what help you might need from others.

What's the outcome?

After completing this topic, you'll recognise ways in which you can apply The Six Pillars to your customer interactions. Enabling you to provide the experience excellence expected and build lasting customer relationships.

Learning activities



Estimated learning time:
90 minutes

How to book

For any pricing queries
please contact
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