

# **CLIENT EXPERIENCE** & RELATIONSHIP RETENTION

**Bundle of Two** 

### **Deliver Operational Excellence that Clients Notice**

Combine workplace and customer experience skills to create services that run seamlessly, meet expectations, and build loyalty.



## **Workplace Experience**

Enhance daily performance and culture with core workplace skills.



## **Customer Experience**

Deliver standout service across the entire property and workplace journey.







**Client Experience & Relationship Retention** Name:

**Bundle of Two** Format:

#### DELIVER OPERATIONAL EXCELLENCE THAT CLIENTS NOTICE

Combine workplace and customer experience skills to create services that run seamlessly, meet expectations, and build loyalty.

#### **IDEAL FOR:**

- Facilities and workplace teams ensuring smooth on-site service delivery
- Client-facing managers and account leads building lasting relationships
- Supplier and vendor managers aligning operational standards with client needs
- Service delivery teams integrating operational and customer priorities
- Bid and proposal professionals showcasing client-focused capabilities

#### SKILLS YOU WILL MASTER:

- Build confidence to manage on-site operations that meet client standards
- Master skills to build trust and communicate effectively with clients
- Learn tools to coordinate suppliers and internal teams for consistent delivery
- Develop techniques to anticipate and resolve client issues swiftly
- Strengthen your reputation for service quality and operational excellence

#### WHAT'S INSIDE THE TOOLKIT:

- Service quality and supplier management checklists
- Client communication and feedback templates
- Operational workflow and escalation guides
- Case studies on integrating operations with client care
- Tools for measuring and improving client satisfaction

#### WHEN TO CHOOSE THIS COLLECTION:

- You are responsible for managing on-site operations and supplier teams to meet client expectations
- You want to build and maintain strong client relationships through operational excellence
- You need to coordinate multiple suppliers and internal teams for consistent service delivery
- You aim to proactively anticipate and resolve client issues to maintain satisfaction and loyalty
- You want to showcase client-focused operational capabilities in bids and proposals







# **COURSE LIST**

# WORKPLACE **EXPERIENCE**

Elevate everyday performance and culture through core workplace skills.

#### SHORT COURSES

(20-40 min micro-modules • From AUD \$9.99 ea • Self-paced)



Not sure whether Workplace or Customer Experience is right for your team?

Use Workplace Experience to enhance internal collaboration

Use Customer Experience to support external clients.

#### Personal Effectiveness & Growth

- Improving Performance Seeing Change as an Opportunity to Improve Performance
- Making Judgements Critical Thinking in All Areas of Your Role
- Making the Most of Feedback
- Managing and Analysing Performance Seeing Change as an Opportunity for Growth
- Managing Stress Keeping Focused in High Pressure Situations
- Monitor Own Performance Understanding How Your Performance Impacts and Influences Others
- Optimising Feedback
- Organising Your Thoughts Coping in Changeable Environments
- Understanding Problems and Change Contributing Positively to the Change Process

#### Teamwork & Leadership

- Delegation Coaching Employees to Succeed in Their Roles
- Developing Your Team Creating and Maintaining a High Performing Team
- Team Lead Session Guide Developing a Team Purpose
- Working as a Team Player Contributing to the Team



#### Technology & Vendor Management

- Anticipating and Mitigating Issues Vendor Management
- Assisting Technology for Communication in the Workplace
- Logistics Management Monitoring Vendors and **Suppliers**
- Quality Assurance Managing Quality of Service from Vendors and Suppliers
- Quality Control Detecting Variations in Supply or Service

#### Workplace Knowledge & Foundations

- Common Office Models
- History of Office Environments
- **Planning Your Resources**
- Preparing Workplace Documents
- Understanding Changes Change Factors in Knowledge Management
- Understanding Workplace Policy and Procedures

#### **Workplace Operations, Safety & Facilities**

- Access Coordination & Security
- Cooperation in the Workplace Preventive & Predictive Maintenance
- High Level Building Code Safety
- Key Office Safety Controls
- Space Activation of the Community Building
- Space Management Workplace Management in the FM Industry





# **COURSE LIST CUSTOMER EXPERIENCE**

Deliver service excellence to end-users and external customers across property and workplace environments.

#### SHORT COURSES

(20-40 min micro-modules • From AUD \$9.99 ea • Self-paced)



Not sure whether Customer or Workplace Experience is right for your team?

Use **Customer Experience** to support external clients. Use Workplace Experience to enhance internal collaboration.

#### Communication & Interpersonal Skills

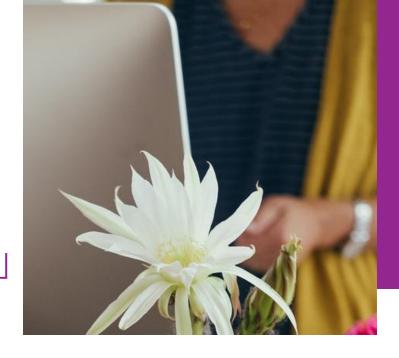
- Dealing with Stakeholders Equitably Building Rapport
- Effective Communications for Influencing Others -Understanding Points of View
- New Starter Inductions Communication and Clarity
- Preferred Methods of Communications Modes and Channels
- Selecting Appropriate Forms of Communication
- Understanding How to Clarify Tools and Techniques to Use

#### **Customer Service Excellence**

- How to Create an Amazing Customer Experience
- Meeting Customer Needs Identifying Customer **Needs and Expectations**
- Resolving Problems Determining Priorities for **Customer Service Delivery**
- Understanding the Customer Experience Building Service Excellence
- Upselling Capabilities of Your Business

#### Stakeholder Interaction & Communication

- Giving and Receiving Assistance
- Understanding Customer Interaction Building a Customer Journey Map







### One Price. Immediate Results.

Choose the access plan that fits your learning goals—whether you're upskilling on your own, leading a team, or driving organisation-wide capability.

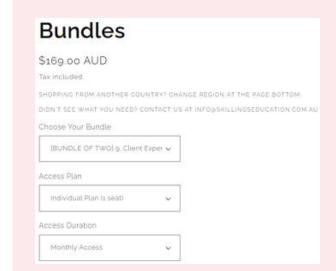
#### STEP 1. VISIT THE BUNDLE PURCHASE PAGE



Scan the QR code or click the <u>link</u> to open the Shopify checkout page for this bundle.



#### STEP 2. CHOOSE YOUR ACCESS PLAN & DURATION



We offer flexible options to suit individuals, teams, and organisations:

#### **Access Plan:**

- 1. Individual Plan 1 seat with full access, ideal for professionals looking to upskill on their own.
- 2. Team Access 5 seats, perfect for small teams or departments.
- 3. Corporate Access 10+ seats, designed for larger teams needing organisation-wide capability building.

#### **Access Duration:**

- 1. Monthly Access For fast, targeted upskilling with low commitment.
- 2. Quarterly Access For deeper learning and steady development.
- 3. Annual Access For long-term capability building and best value.

Note: If you can't find the plan you need, please call us at 1300 231 176 or email <u>info@skillingseducation.com.au</u> — we're here to help.



Not what you're looking for?

Click to browse more collections/bundles or explore our full course catalogue to find the right fit for your learning goals.

