

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.



OVERVIEW

Name: Client Experience & Relationship Retention

Format: 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.

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





HOW TO SIGN UP

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 [link](#) to open the Shopify checkout page for this bundle.



STEP 2. CHOOSE YOUR ACCESS PLAN & DURATION

Bundles

\$169.00 AUD

Tax included.

SHOPPING FROM ANOTHER COUNTRY? CHANGE REGION AT THE PAGE BOTTOM.
DIDN'T SEE WHAT YOU NEED? CONTACT US AT info@skillingseducation.com.au

Choose Your Bundle

[BUNDLE OF TWO] e.g. Client Exper

Access Plan

Individual Plan (1 seat)

Access Duration

Monthly Access

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 info@skillingseducation.com.au – 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.