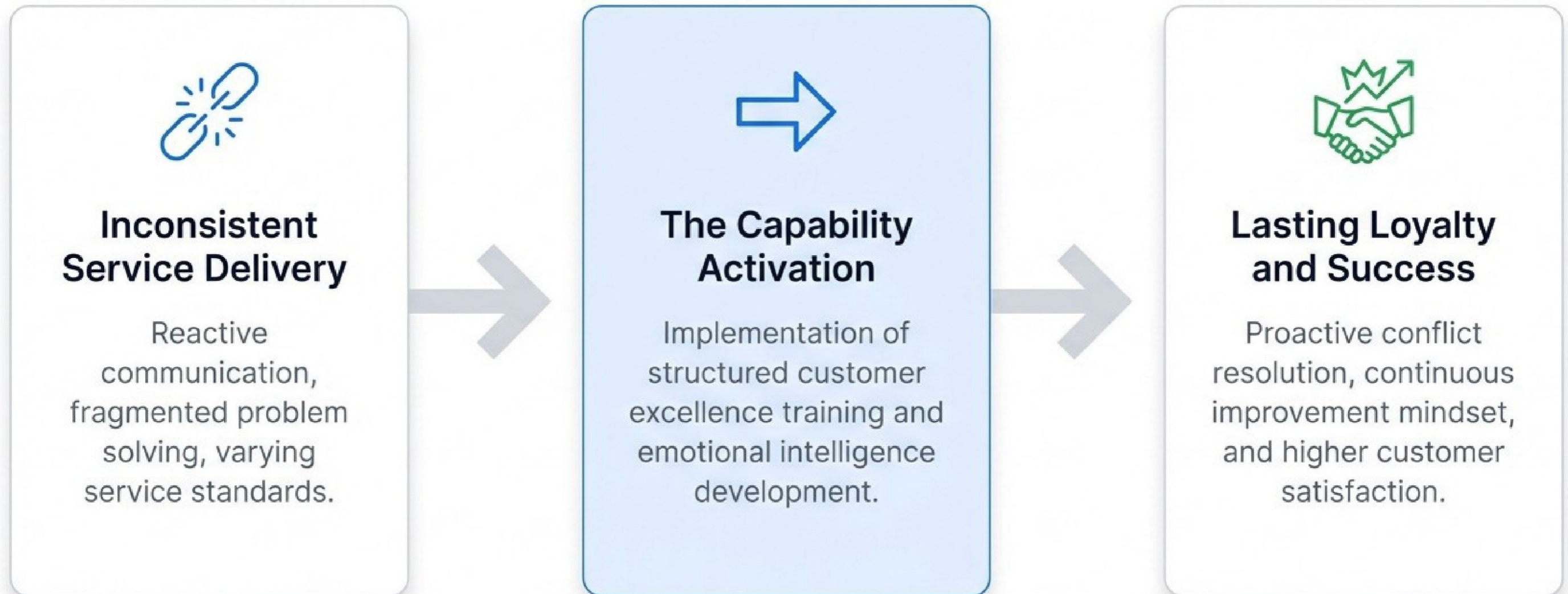


Customer Excellence Corporate Training Course for Employees

Drive Team Excellence and Build Lasting
Capabilities That Translate Into Real
Performance Gains



The Shift From Transactional Service to Customer Centricity



Program Architecture and Global Delivery Metrics



6 - 8 Hrs

Comprehensive Course Duration



**Instructor-Led Group
Training**

Expert Facilitation



**Virtual, On-Site, or
Off-Site**

Flexible Delivery Modalities



**10,000+ Trainers
Globally**

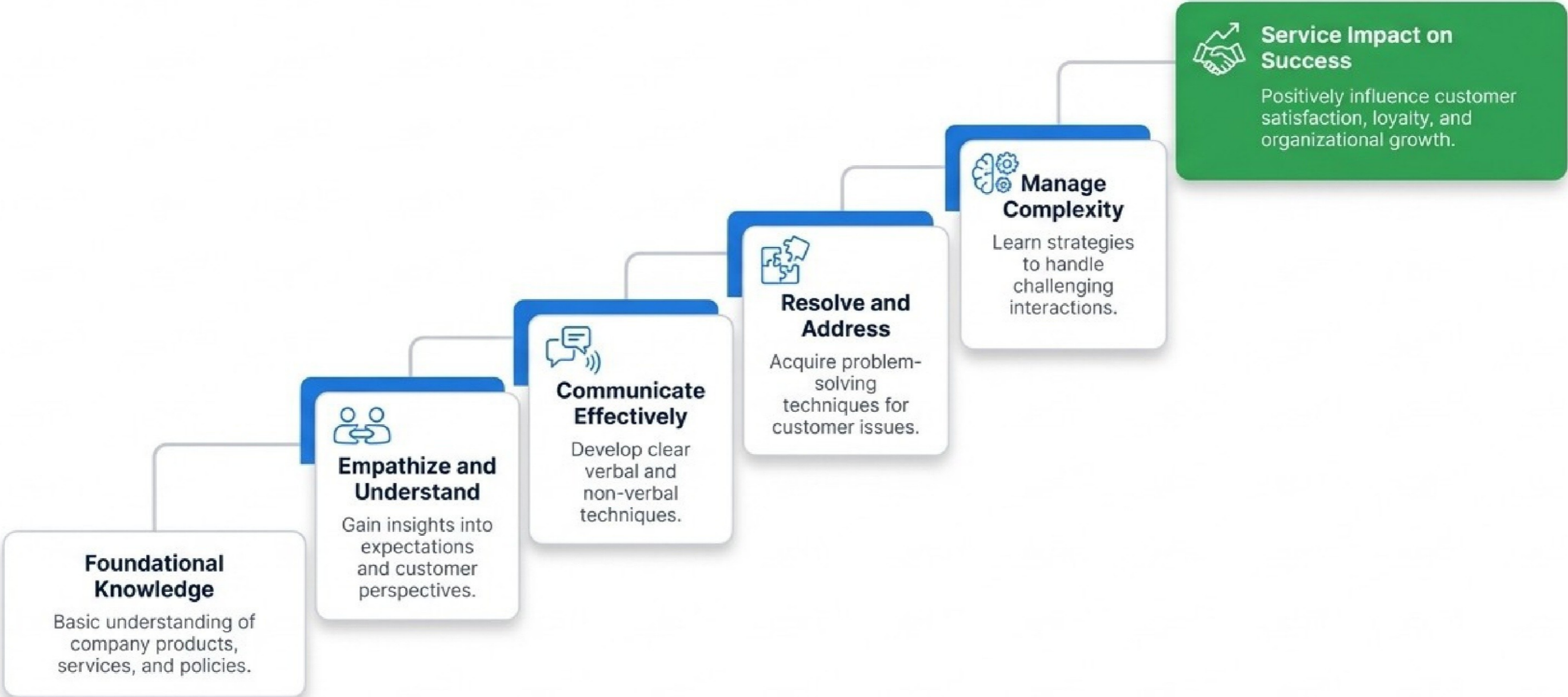
Unmatched Delivery Capability



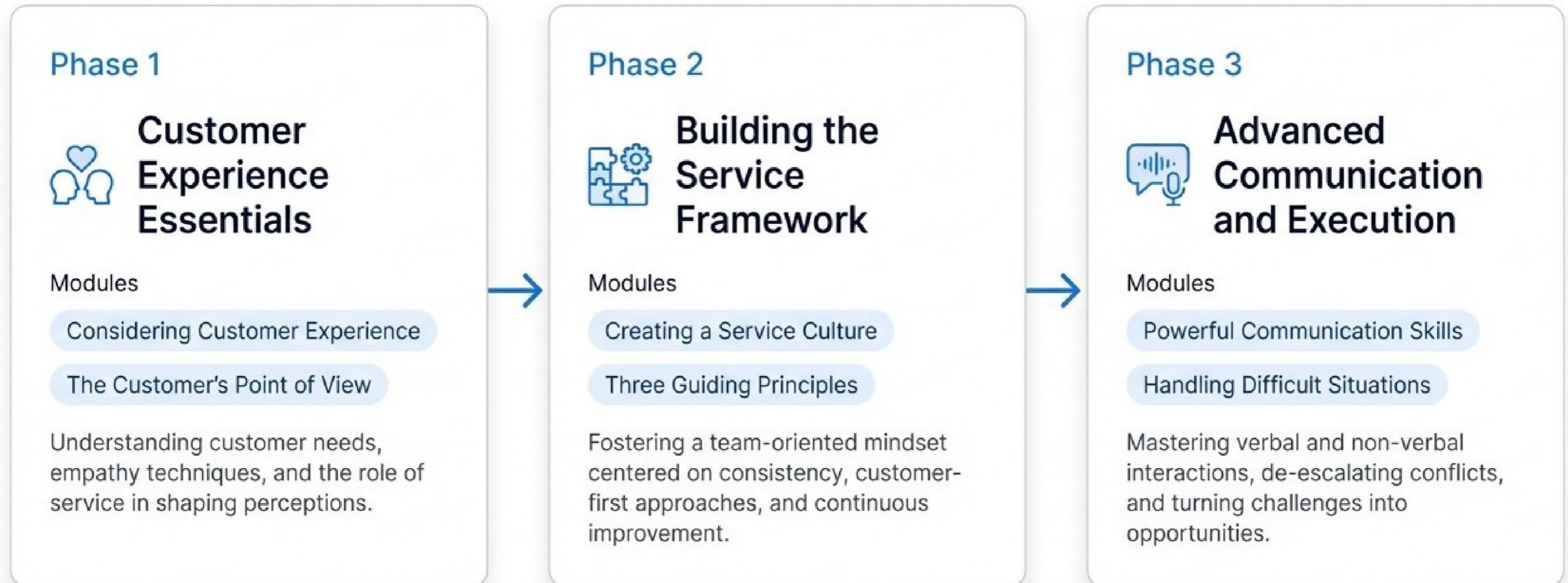
**Course Completion
Certificate**

Verified Employee Recognition

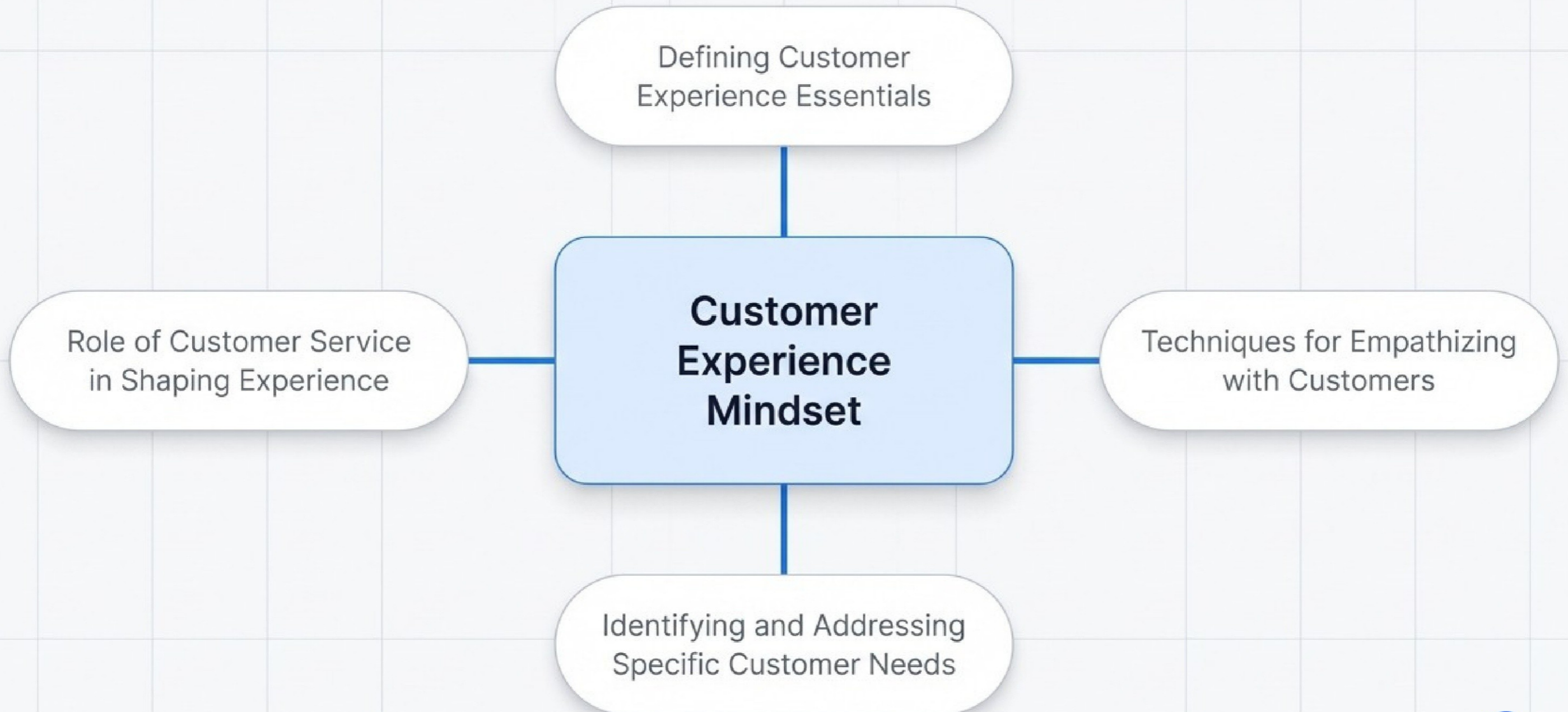
The Capability Activation Progression



Phased Curriculum Design for Organizational Excellence

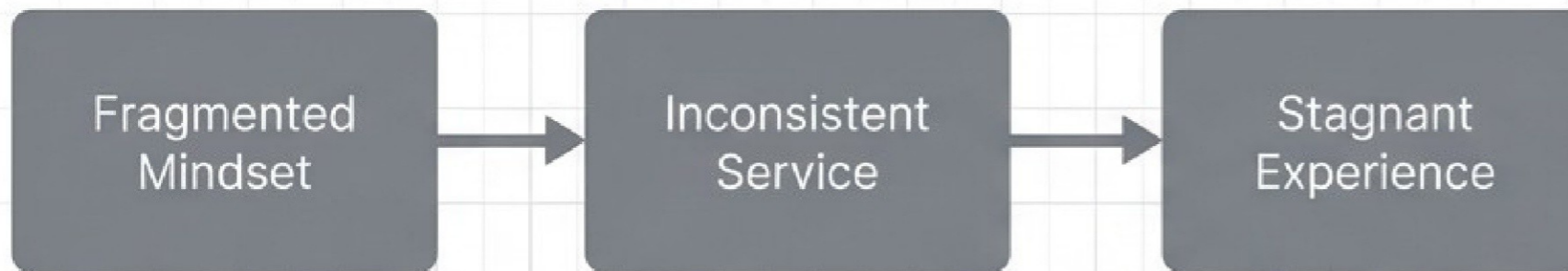


Phase 1: Foundational Customer Experience Essentials

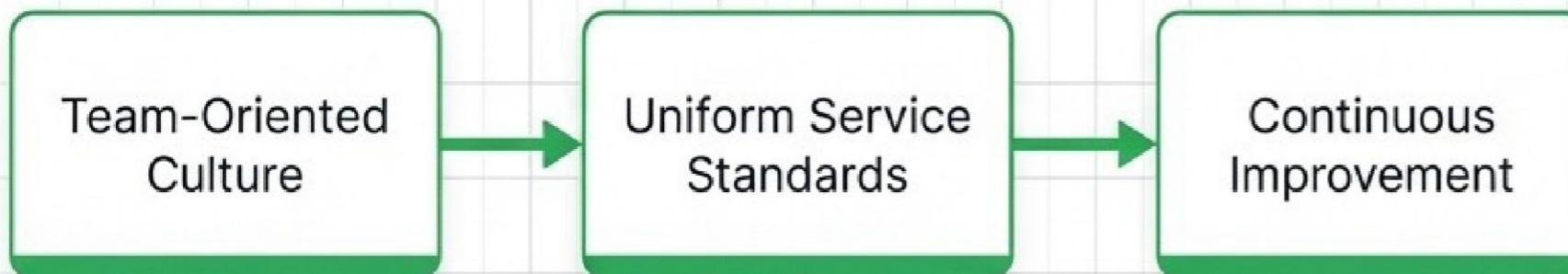


Phase 2: Building the Service Framework

Traditional

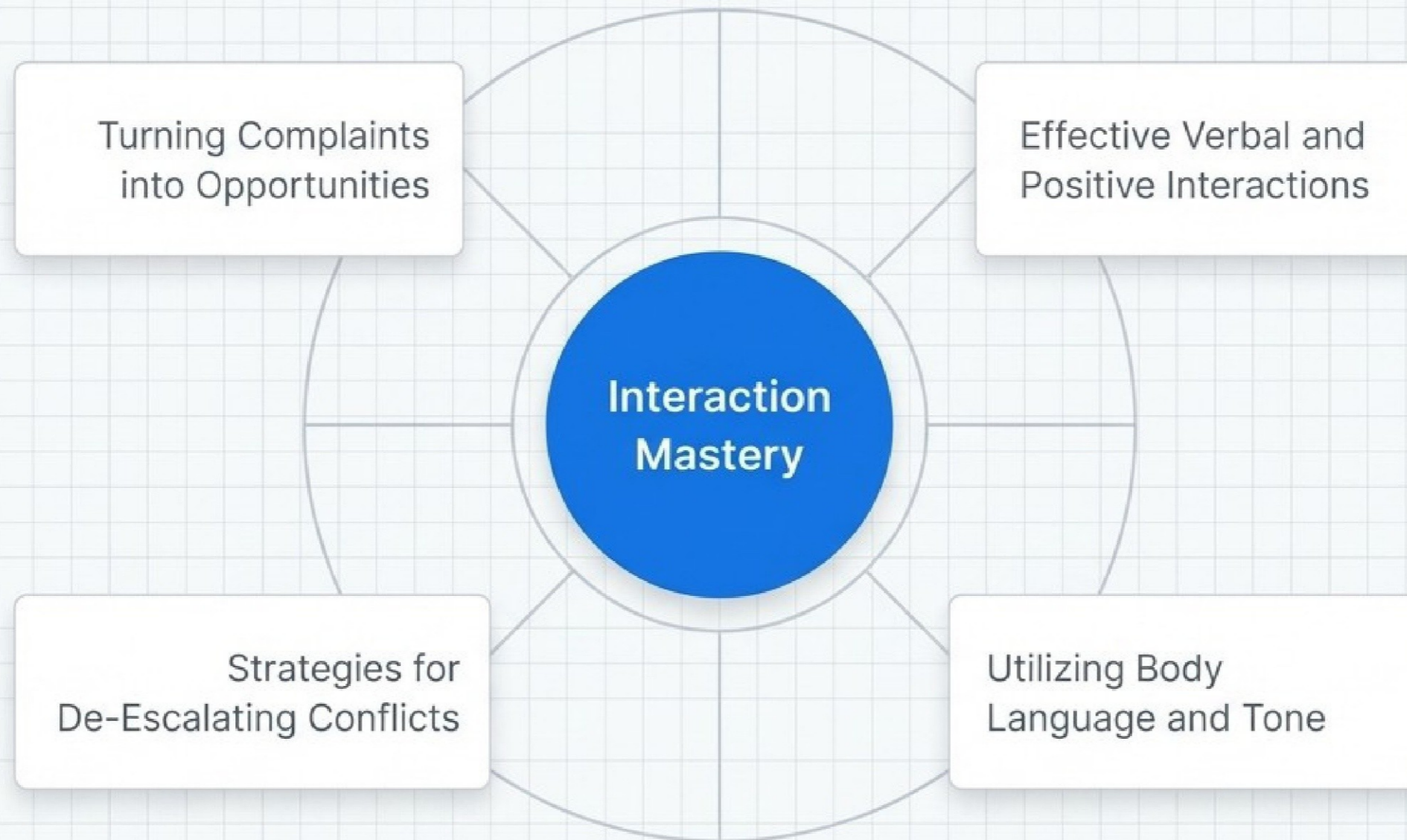


Course-Enabled



- ✓ Implementing Service Culture Organization-Wide
- ✓ Adopting a Customer-First Mindset
- ✓ Ensuring Uniform Service Standards
- ✓ Strategies for Ongoing Service Enhancement

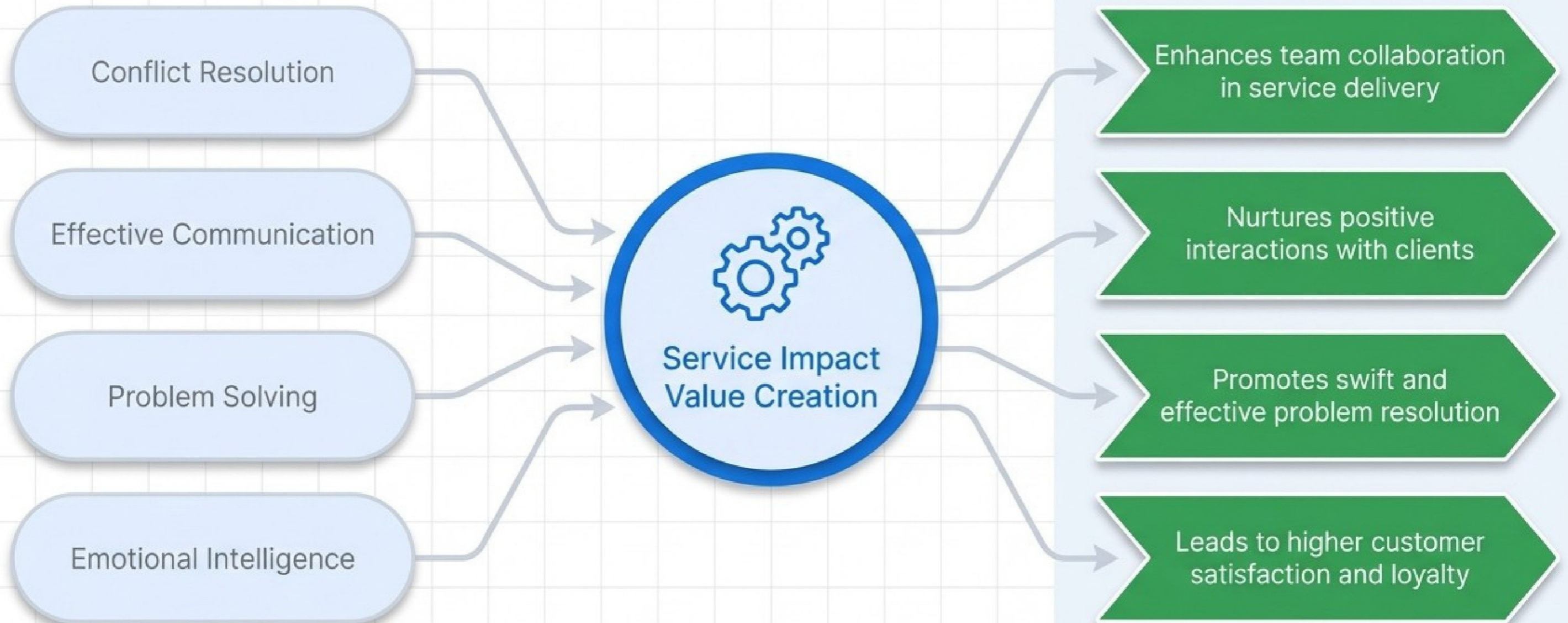
Phase 3: Advanced Communication and Execution



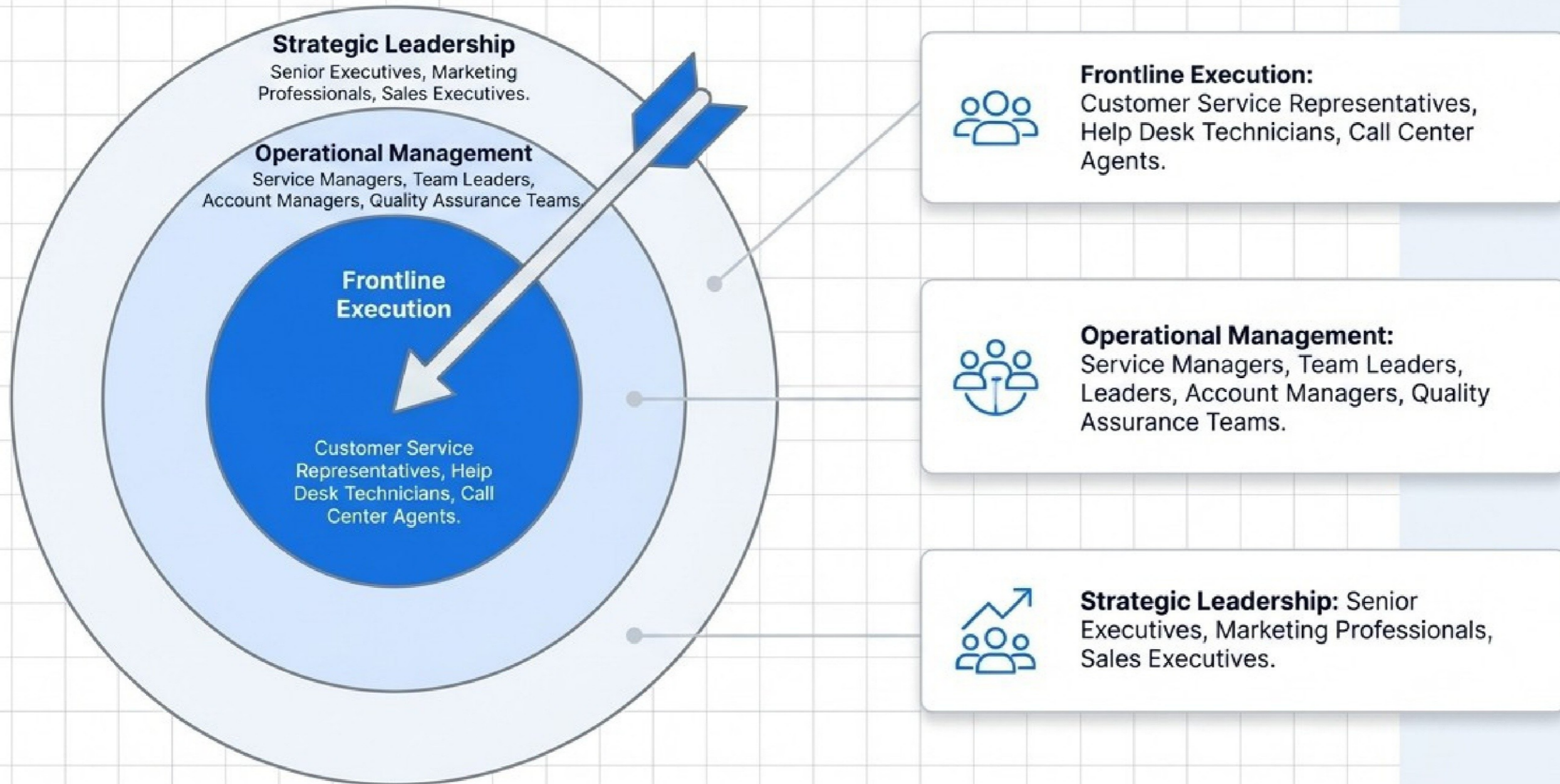
Competency Alignment and Business Impact Matrix

Core Capability	Behavioral Application	Organizational Impact
Problem Solving	Identify, analyze, and resolve issues effectively	Drives innovation, efficiency, and swift resolution
Emotional Intelligence	Recognize, understand, and manage emotions	Fosters effective communication, empathy, and collaboration
Conflict Resolution	Address and de-escalate disputes effectively	Fosters collaboration and maintains a positive work environment

Transforming Skills into Measurable Performance Gains



Target Audience Alignment



Enterprise-Grade Delivery Modalities



Virtual Live Instructor-Led

- Bring expert-led training to teams anywhere
- Ensure consistency and uniform learning outcomes
- Utilize interactive tools for high engagement



On-Site Face-to-Face

- Tailor the workplace environment to requirements
- Improve team collaboration and knowledge sharing
- Gain valuable insights through direct interaction



Off-Site Face-to-Face

- Provide a distraction-free learning environment
- Improve team bonding through dynamic activities
- Boost employee morale and commitment

Proof of Impact

“The Customer Excellence training exceeded my expectations in every way. I gained comprehensive knowledge of industry best practices that transformed my approach. The instructor’s expertise in hands-on exercises made complex concepts crystal clear and actionable.”

Name: Adan Crawford

Role: Senior Software Engineer

Company: Business Intelligence Solutions

Unmatched Global Delivery Capability



100+ Countries

Delivery Capability Across
Global Locations

10+ Languages

English, Español, Deutsch,
Français, and more

Drive Exceptional Customer Experiences Today



Empower your teams with customized, expert-led Customer Excellence Training tailored to drive your business goals.

www.edstellar.com