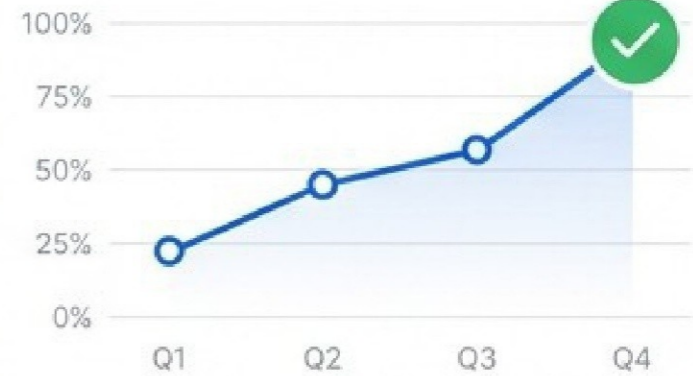


# Customer Retention Corporate Training Course

Drive Business Growth By Retaining  
A Loyal Customer Base

Customer Retention Trend



Steady increase over Q1-Q4

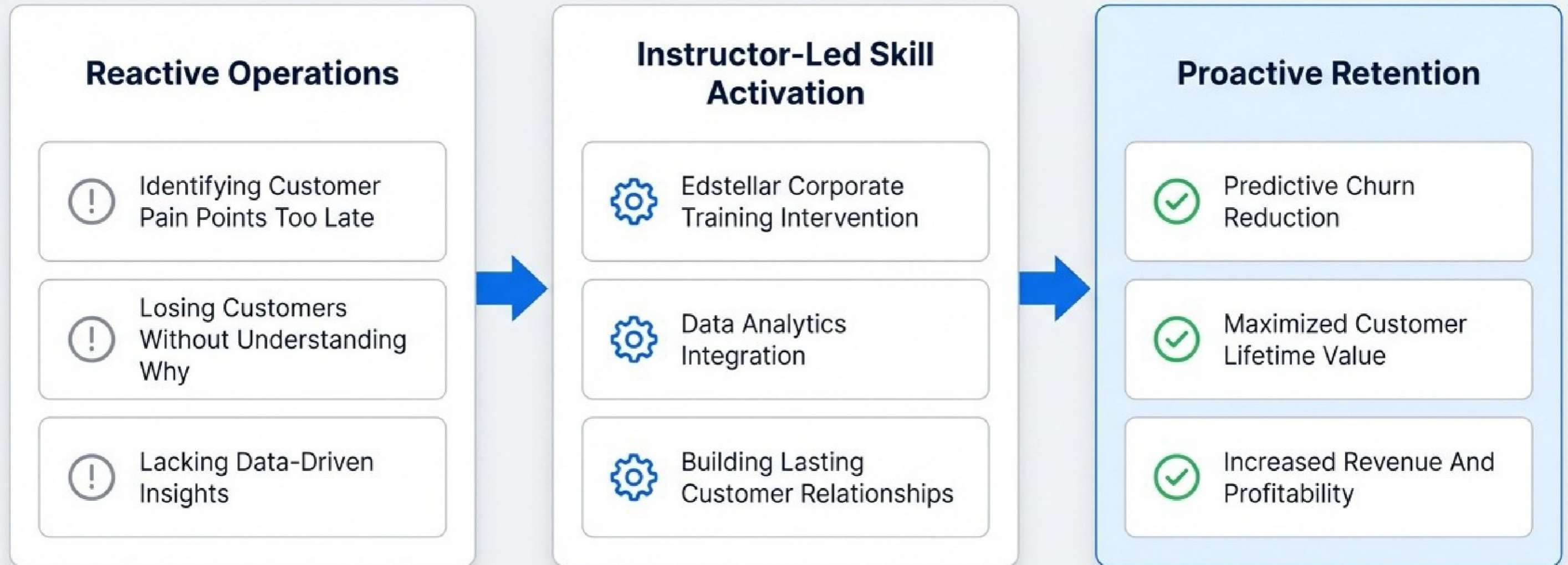
Customer Relationships Network



Loyalty Score



# Shifting From Reactive Support To Proactive Customer Loyalty



# Operational Logistics For Executive Planning



Duration

**8 - 16 Hours**



Modality

**Instructor-Led  
Group Training**



Delivery

**Virtual / On-  
Site / Off-Site**



Scale

**10,000+  
Certified  
Trainers**



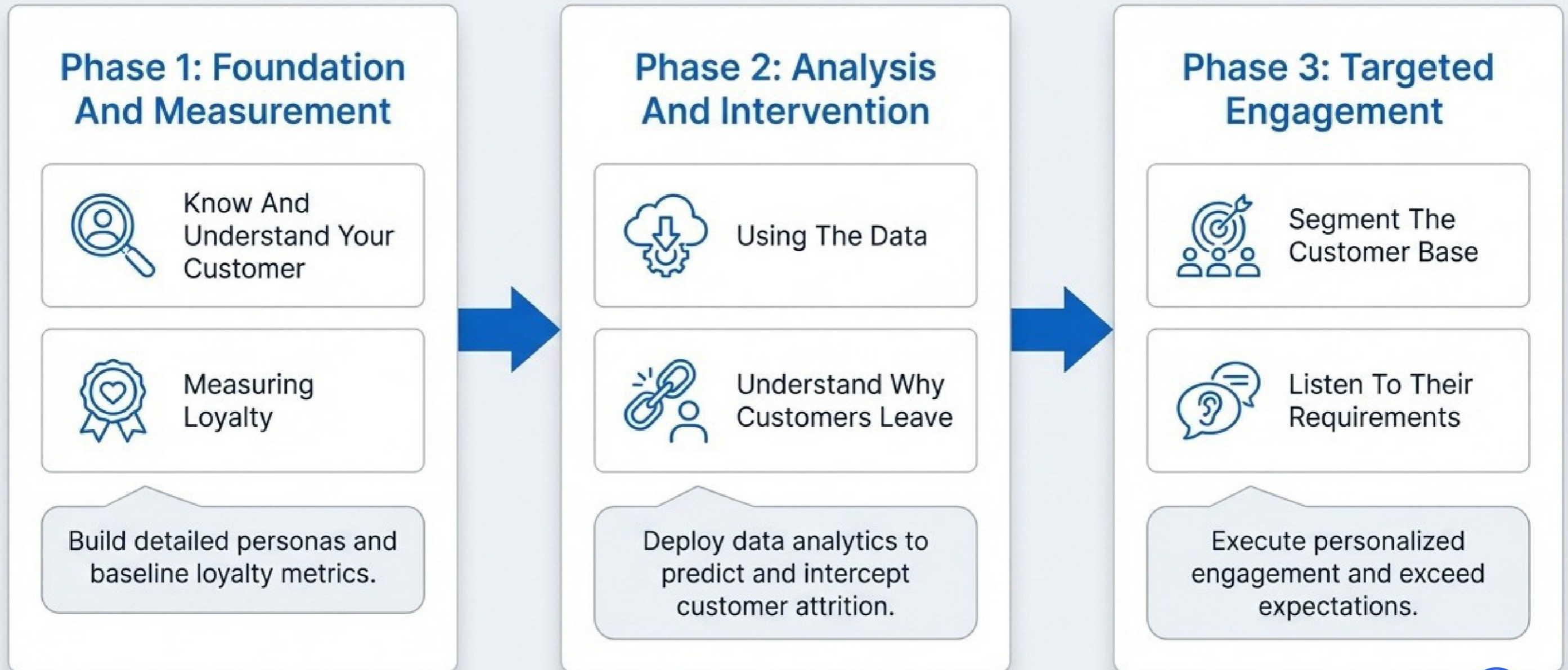
Credential

**Course  
Completion  
Certificate**

# The Capability Activation Staircase



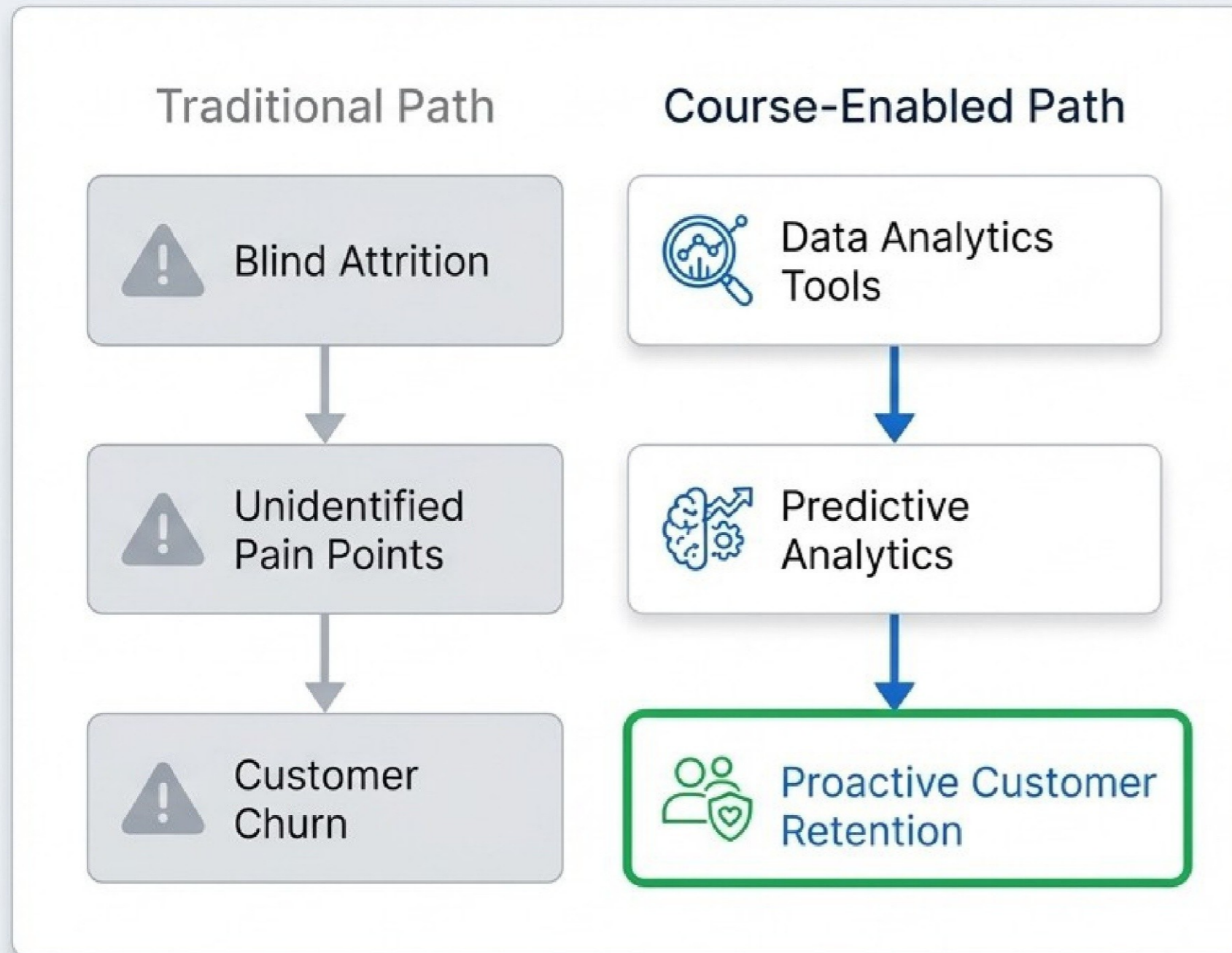
# Strategic Curriculum Architecture



# Phase 1 Deep Dive Into Foundation And Measurement



# Phase 2 Deep Dive Into Analysis And Intervention



## Skill Focus

1. Identify Root Causes Of Attrition

2. Analyze Customer Feedback And Complaints





3. Develop Data-Driven Retention Strategies

4. Implement Proactive Risk Interventions

# Phase 3 Deep Dive Into Targeted Engagement



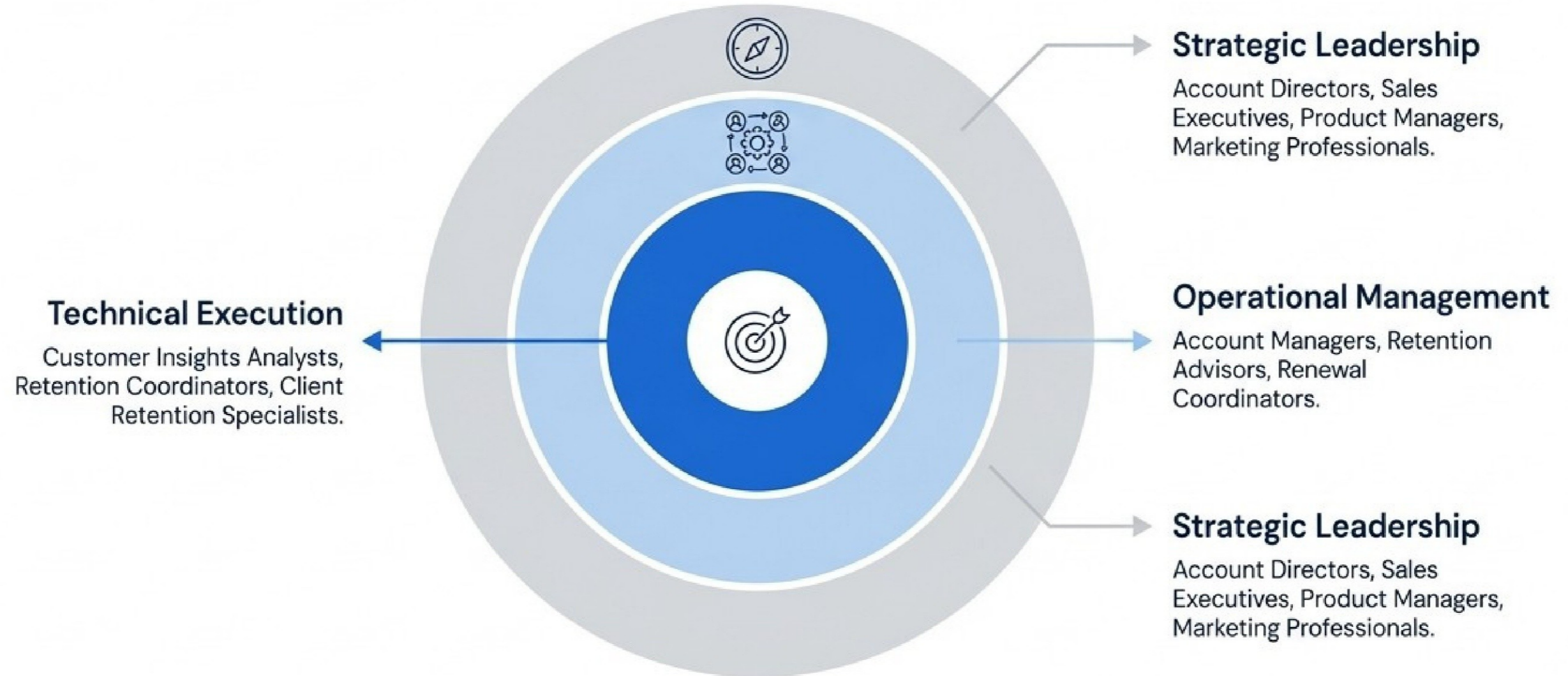
# Diagnostic Matrix For Organizational Frictions

	Core Challenges	Edstellar Solutions	Business Outcomes
<b>Large Organizations</b>	Scale And Complexity, Diverse Needs	 800-License Enterprise Package (400 Hours)	 Centralized Training Administration Across Geographies
<b>Small And Medium Businesses</b>	Budget Constraints, Lack Of Infrastructure	 120-License Starter Package (64 Hours)	 Cost-Efficient Upskilling With Hassle-Free Coordination
<b>Global Operations</b>	Training Vendor Unreliability, Content Update Delays	 Unified Dashboard And Platform Integration	 Consistent Training Quality And Delivery Reliability

# The Return On Investment Transformation Engine



# Target Audience Alignment



# Flexible Delivery Modalities For Global Enterprise



## Virtual Instructor-Led

Global reach for varied locations

Consistent uniform learning outcomes

Zero travel logistics required



## On-Site Face To Face

Tailored to specific workplace environments

Fosters team collaboration

Hands-on process demonstrations



## Off-Site Face To Face

Distraction-free learning environment

Improved team bonding

Dedicated schedule for focused effectiveness

# Proof of Impact



The Customer Retention training provided me with comprehensive capabilities that elevated my expertise. As a Senior Software Engineer, I needed to understand industry best practices deeply, and this course delivered expert-led workshops gave me hands-on experience with industry best practices. The knowledge gained has been immediately applicable to mission-critical projects and initiatives.

## **Daryl Marshall**

Senior Software Engineer

Technology Consulting Services Company

# Enterprise Scale And Global Reach



**Global Delivery Capability**  
Deployable Across  
100+ Countries



**Multilingual Accessibility**  
Available In 10 Languages

English, Español, 普通话, Deutsch, العربية,  
Português, हिंदी, Français, 日本語, Italiano

# Initiate Your Capability Transformation



**Plan your next skill  
transformation initiative  
with Edstellar.**



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