

Implementing Good and Best Practices For

# Risk Management on Customer Satisfaction Process

## Transitioning from Managing Risk to Enterprise Risk Management

2 Week Training Workshop

- ✓ Assisting Strategic Decision Making
- ✓ Assuring Achievement of Set Objectives
- ✓ Maximizing Profits through Taking Calculated Risks
- ✓ Failure Proofing Methods
- ✓ Reducing Legal Liability
- ✓ Risk Knowledge System

### A 2 Week Training Workshop

#### Workshop Overview

This program provides the participant a range of practical skills to analyze and understand customer satisfaction risk management needs. It also helps devise strategies for the fulfillment of knowledge and skill requirements of the participant's department/organization.

Participant will take away a detailed understanding of the step-by-step methodology for preparing a corporate/departmental strategic customer satisfaction risk management plan.

#### Workshop Content

1. Understanding customer satisfaction risk management
2. Customer satisfaction risk management vocabulary
3. Understanding the customer satisfaction business environment and context
4. Comprehensive identification of known, emerging and hidden customer satisfaction risks
5. Determining customer satisfaction risk appetite
6. Analyzing the customer satisfaction risks
7. Evaluating the customer satisfaction risks
8. Preparing customer satisfaction risk treatment recommendations
9. Approved customer satisfaction risk treatment plans
10. Analyzing the residual risks after treatment plan
11. Preparing a customer satisfaction risk control plan
12. Controlling the customer satisfaction risks

## Risk Management on Customer Satisfaction Process Training Workshop (XRM965)

13. Management reporting of customer satisfaction risk status
14. Coordinating with & consulting stakeholders
15. Getting management commitment for customer satisfaction risk management
16. Setting up and using a customer satisfaction risk management team
17. Setting up a good management system framework of customer satisfaction risk management
18. Setting up a customer satisfaction risk management knowledgebase
19. Personalized customer satisfaction risk management assignment/workshop
20. Setting up Early warning system to Provide Decision Support Data
21. Workshop Case Studies 1
22. Workshop Case Studies 2
23. Program Recommendations
24. An Individualized Action Plan for each Participant.

### Workshop Outcomes and Takeaways

Euro Training is in the business of providing practically useful training programs. Programs that -

1. Help the participant implement systems in his organization
2. Help the participant gain *multi-discipline* understanding of the issues related to Risk Management on Customer Satisfaction Process so that he can incorporate the needs and expectations of all stakeholders and all his customers, in his improvement proposals and actions
3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience

**A typical participant will take away a personalized action plan** for himself, his business unit or his organization on how to apply the program contents to improve

performance. The action plan may have two components:

1. A personal action plan
2. A business unit/organizational action plan

### Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways-

1. Quickly make the participants competent, effective and productive on their job. Useful especially for
  1. Training new employees
  2. Competency building in existing employees transferred to a new assignment
  3. Training prior to a new project or initiative planned in the organization
2. Help the employee do his job well by developing competencies related to-
  1. Relevant technical knowledge and skills
  2. Organizations' strategic objectives
  3. Needs and expectations of the stakeholders/customers (internal and external)
  4. Good management practices
  5. Identifying opportunities to exceed stakeholder/customer expectations
3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.
4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those

competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans).

#### Individual Career Benefits for Participants

1. You gain a multi-discipline understanding of the issues. That means, when you make proposals or decisions on your job, you will keep in mind the needs and expectations of ALL the stakeholders/customers (internal and external).
2. The action plan you take away will help you make a difference in your business unit or organization! When you talk about this difference you have made to your organization in your resume, you will be a prime candidate for career advancement in your own organization or in your next job(s).
3. Understanding and acting with understanding of the needs and expectations of your stakeholders/customers is known to enhance *job satisfaction* and reduce Monday morning blues.
4. As one of your stakeholders/customers is Executive Management, the program ensures that you know the strategic imperatives that drive the organization's efforts in your relevant job area.

#### This Workshop is Intended for...

**Those new to the field** take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them identify, understand, classify and remember on the job learning and experiences.

**More experienced participants** take away an individualized action plan as mentioned in the previous sections.

**Implementation Teams:** This program can be used to train implementation teams...

1. when a new project or initiative is being started in your organization
2. when a new strategic focus is being initiated
3. just prior to a consultant being hired to advise the organization

Each participant will take away a memorable and potentially life changing experience from the program.

#### Registration Recommendations

**Team Nominations:** This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

**Single nominations** will also be accepted for the program. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.
2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

#### For Latest Workshop Schedule Email

xrm965@EuroTraining.com

www.eurotraining.com/bro/xrm965.php

## REGISTRATION INFORMATION

1. To register: Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
2. Program Fee is
  - o USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kula Lumpur is \$9,790 per participant)
3. Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
4. Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
5. Refund will not be considered where the participant cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
6. All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
7. It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
8. Provisional Registration: You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
9. Please note: No Live Voice Requests for Registration or Provisional Registrations.

## REGISTRATION FORM

<b>Program:</b>	<b>Risk Management on Customer Satisfaction Processes (XRM965)</b>
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr./Ms./Mrs.	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
Sponsored by:	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	