

# ADVANCED DISTRESSED CUSTOMER ENGAGEMENT 2024

Transforming Workable Strategies to Align and Manage Customer Expectations Successfully

22-23 February 2024 | Sheraton Imperial Hotel Kuala Lumpur

*"Today's consumers do not buy just products or services - more and more, their purchase decisions revolve around buying into an idea and an experience." McKinsey & Company*

Delivering effortless customer service & successful engagement requires a deep understanding of your customer's needs and preferences and the ability to provide a seamless experience. With so much competition in the market, customers expect nothing less than the highest level of service from businesses they choose to do business with. It may be difficult for employees to adequately respond to these demands in an environment shaped largely by uncontrollable external forces. Successful service is no longer a matter of mere technical proficiency. It is a combination of technical expertise, the ability to manage both information and people, and efficient communication. This workshop provides you with powerful new insights into customer behaviour and effective tools for creating lasting customer satisfaction.

**Lucy McFadyen** is one of Malaysia's renowned customer lead strategist and the Managing Director of Golden Space Institute with over 10 years of extensive hands-on corporate exposure with multinationals across Asia Pacific. Her stints moulded her into a rare breed of consultant who can effortlessly synthesise the business need and design and develop a solutions to achieve customer and business transformation. Her recent clients include: Berjaya University College, ERL Sdn Bhd, SP Setia Berhad, Accenture, KPMG, Sapura Berhad, Alliance Bank, AXA General Insurance, AXA Affin, Allianz General Insurance, Scania, Novartis to name a few.

## By the end of the course, participants will:

- ▶ Create and adapt clear models for communication between their organization & its customers
- ▶ Understand how the pandemic has changed the world, and its' impact on customer engagement
- ▶ Manage extremely angry customers with personal confidence using the survival tool-kit
- ▶ Master the art of delivering bad news and rejections to customers
- ▶ Gauge workable 3-step method to deal with even the angriest customers
- ▶ Become the embodiment of an assertive and compassionate customer service personnel
- ▶ Understand various aspects of communication, and how to use it to create a great customer experience