

Customer Experience Learning & Development Journey



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Entry Level CX Programmes

- Communication in the Customer Service World
- Managing Challenging Customer Situation L1
- Customer Service Assessment Based Learning
- Certified CX Professional

Sr. Level CX Programmes

- Managing Escalations and Challenging Customers L2
- Leveraging on Customer Service Interactions for Self Leadership and Transformation
- CX Coaching for Senior CX personnel
- Certified Escalations Manager

CX Management and Supervisory

- LeaderSHIFT - Managing a CX team for CX supervisors and Team leaders
- Quality Assurance and Monitoring for customer service teams
- Coaching for CX leaders
- Certified Customer Experience Supervisor

CX Sr. Management

- Coaching for Senior Leaders in the CX space
- Customer Experience Management transformation project
- Certified Customer Experience Practitioner

Entry Level CX Programmes

Designed for frontline, customer facing personnel that have less than 5 years of experience. These sessions can also be used as a model to standardise customer service competencies across the organisation. Suitable for branch operations, contact centre staff or any frontline CX personnel. All programmes can be customised accordingly.

1

Communication in the Customer Service World

This program meticulously crafted with your organization's values and branding in mind. It centers on equipping customer service personnel with essential communication tools while prioritizing the preservation of company values and branding.

2

Managing Challenging Customer Situations

This program zooms in on the tools, techniques, and mindset required to effectively navigate challenging customer situations.

3

Assesment Based Learning

A participant-driven training program featuring a full day of role plays, assessments, and course corrections based on participant performance.

4

Certified Customer Experience Professional

An internationally accredited certification awarded based on a comprehensive evaluation, including a written examination, interaction evaluations, and interviews. Accreditation by CCSD

Senior Level CX Programmes

Designed for frontline, customer facing personnel that have more than 5 years of experience. These sessions can also be used as a model to standardise customer service competencies across the organisation. Suitable for branch operations, contact centre staff or any frontline CX personnel. All programmes can be customised accordingly.

1

Managing Escallations and Challenging customer situations Level 2

Enhancing proficiency in navigating challenging customer interactions, with a focus on establishing a seamless and robust escalation pathway.

2

Leveraging on Customer Service Interactions for Self Leadership and Transformation

A program for customer service professionals to discover meaning in their roles through self-transformation, improving service, and appreciating their work's significance.

3

Coaching for Senior CX personnel

A one-on-one coaching program for CX personnel utilizing the ICF methodology, emphasizing not just interactions but also individual growth and development.

4

Certified Escalations Manager

An internationally accredited certification awarded based on a comprehensive evaluation, including a written examination, interaction evaluations, and interviews. Accreditation by CCSD

Latest successfully Completed Projects at this level.

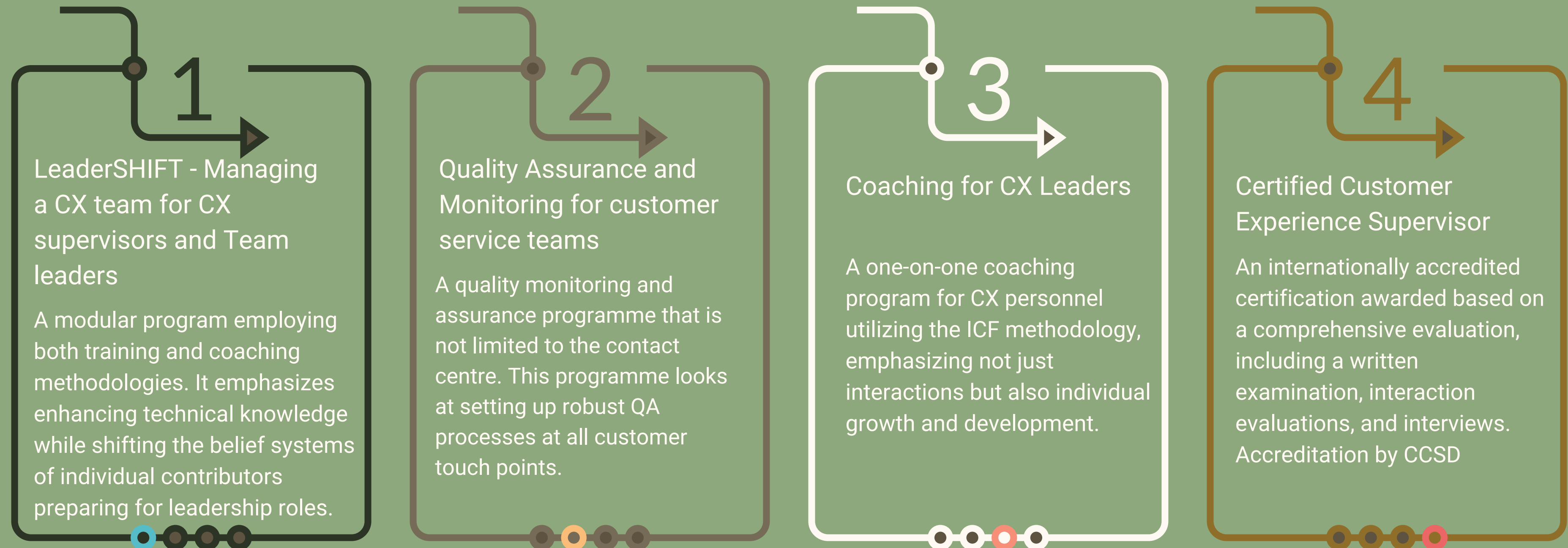
1. **POS Malaysia Berhad** - Customer Service Revamp programme for all Contact Centre Staff
2. **Dagangnet Technologies Berhad** - Targeted intensive Enhancement Programmes for
Contact centre and branches
3. **SECOM Smart** - Targeted Intensive Enhancement programme for Customer service team

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<https://www.insaigh-consultancy.com/logistics-contact-centre>

CX Management and Supervisory

Designed for CX managers, Supervisors and Team Leaders. These programmes are curated for people in management positions who are in positions of leadership. A blended content comprising of technical CX skills, and leadership competencies form the bedrock of the programmes at this level. We aim to manage the shift of the participants mindset from individual contributors to team managers.



Latest successfully Completed Projects at this level.

1. **RHB Bank Berhad** - LeaderSHIFT - a coaching and training blended model for CS Managers
2. **Dagangnet Technologies Berhad** - Certified Team Leader Programme

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CX Senior Management

Designed for the Senior management in the CX Space . Being on the top can get lonely sometimes, The programmes at this level leverage on the experience of the participant and focuses more of coaching to be able to expand CX to an organisational level.



Latest successfully Completed Projects at this level.


1. **Synergy Alliace Sdn. Bhd** - ISO 10001 and 10002 implementation
2. **Dagangnet Technologies Berhad** - SIRIM Customer Service Management Certification
3. **SECOM Smart** - SIRIM Customer Service Management Certification

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Thank You

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