



PRESENTS
CUSTOMER RELATIONSHIP
MANAGEMENT



Background

While customer relationship always remains the main factor influencing any business because the way an employee interacts with an existing or a potential customer can either make or break a deal in any business. The objective of the session/workshop is to improve the engagement level of employees towards attaining their individual as well as organization's common goals. It is expected to improve communication, listening and responding skills thereby leading in customer satisfaction, Customer retention and increasing customer loyalty.

P

rogram Details:

Date & Time: 25th May, 2024 (8.30am-3.45pm)

Duration: 4 Sessions (1 session=1.5hrs)

Venue: Hotel Sitasharan, Janakpur

Course Outlines

Objective of the session	To equip participants with the skills, knowledge, and attitudes needed to deliver exceptional service, build strong customer relationships, and contribute to the success of the organization.
Program takeaways	<ul style="list-style-type: none">• Enhanced communication skills• Improved customer interaction techniques• Effective problem solving strategies• Conflict resolution techniques• Enhanced Customer Service mindset• Increased Confidence & Professionalism
Contents	<ul style="list-style-type: none">• Understand customers needs & expectations.• Communication skills• Problem solving skills• Resilience & Stress management• Building Rapport & Trust• Handling difficult situations.• Customer Retention.• Time management• Teamwork & Collaboration .
Program Delivery	<ul style="list-style-type: none">• Presentations, Video, Lecture, Role Play, Case Study.

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Trainer's Profile

Ms. Euden Koirala

Work experience:

Twenty two years of Banking experience in Branch Management and Operations, with additional seven years experience as an HR professional .

- Head of People and Organizational Development at WaterAid UK (Nepal office) (7 years)
- Head of Operations , Service Excellence and various other roles at Laxmi Bank (12 years)
- Standard Chartered Bank Nepal Ltd (10 years)

Added qualifications:

- Certified NLP Practitioner from ANLP India.
- Diploma in Quality Control Management from Yokohama, Japan.
- Diploma in Marketing of Services from Maastricht School of Management, Netherlands.
- Certified High Impact Train the Trainer from SMR Group, Malaysia.

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