

Says

value from

products.

What have we heard them say? What can we imagine them saying?

The discipline of teaching customers how to use and find

> Content designed to onboard, engage, and retain your new and existing customers that's delivered in a programmatic fashion via in-person and ondemand channels.

Without them, businesses can neither survive nor thrive.

Help you drive product increase retention, help your sales reps

Set Goals. To launch a

successful customer

education program,

you need to

understand the

impact of your

program.

strategic business

and feature adoption, reduce support costs, close more deals, and boost brand advocacy.

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PASSWORD:

Any purposeful and organized learning activity designed to impart attitudes, knowledge, or skills to customers by a business or industry

The activities are used to focus on a set of skills and deepen the students' knowledge and abilities in that area.

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A strong customer service training program includes exercises for improving interpersonal communication, product knowledge, conflict resolution, crisis management, and more.

service to

Providing efficient, quick, and friendly customers as well as building strong relationships with them.

Great customer service is quick, easy, personalized,

To focus on a set of

skills and deepen

abilities in that area

the students'

knowledge and

**Thinks** 

Classroom management is easier since children are in the area of their choice and interest.

What are their wants, needs, hopes, and dreams?

What other thoughts might influence their behavior?

Discipline problems are reduced because groups are limited to a number which can reasonably function in each area.

Offering amazing

important if you

want to retain

your business.

customer service is

customers and grow

Children are engaged in hands-on activities as they explore and experiment.

Ask students, parents, and administrators what would make their experience better, and then act on it!

**Feels** 

and empathetic.

## Does

What behavior have we observed? What can we imagine them doing?



What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?



