

# WEBINAR: Client Sensitivity Training



## Overview

Customers, clients, and stakeholders all have different backgrounds, culture beliefs and status. Our service delivery to both public and private entities, should be to an extent that we are always seeking alignment to their values and foster commonalities. This way, aside from providing their needs and wants, we can also create a community and lasting loyalty.

Building authentic client sensitivity skills create positive, long-lasting relationship and reduce reputational risk for individuals and organizations.

## Objectives

- To understand diversity, inclusion and equity
- To establish a solid foundation for best interaction between clients and colleagues through effective dialogue
- To eliminate insensitivities between service providers and customers by learning specific communication skills
- To be able to increase service level thru client comfortability

## Who Should Participate

- Corporate Leaders
- Customer Service Professionals
- Public Servants
- Business Owners
- Students

## Key Topics

- I. Customer Centricity
- II. Organizational and Self Awareness
- III. Holistic Communication
- IV. Diversity and Inclusion
- V. Eliminating Discrimination
- VI. Allyship Development

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Website: [www.businesscoachphil.com](http://www.businesscoachphil.com)

## Duration

- 3 hours

## Webinar Fee

- Php 1,750.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

## Requirements

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

## Reservation

- Please call to register (0915.205.0133|0908.342.3162 | 0933.584.7266 | (02) 8.727.5628) or use the registration form below. Kindly fill-out and email to [businesscoachphil@gmail.com](mailto:businesscoachphil@gmail.com). You will receive a confirmation within 48 hours.

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