



Host your Customer

Seminars and workshops for a
successful relationship with your customers

Target group

Employees and managers who do not work at the forefront of the sales team, but nevertheless have regular contact with important customers.



individual guidance
HR manufaktur

CUSTOMER CARE EXPERIENCE

YOUR STAFF

Your employees and managers sometimes have important meetings with the customer, during which they should provide a professional picture of your company. Employees from technical departments, purchasing and customer service who need initial training to be able to successfully manage their customer contact. These seminars are aimed rather at people who do not work at the forefront of the sales team, but nevertheless have regular contact with important customers.

OFFERS BEST CARE

Your employees represent their company in the outside world and therefore directly influence corporate success: Positively, but sadly also less so. Delivering a best service, taking into consideration their personal capabilities, limits and associated conditions is an important component in the contact with your customers.

TO YOUR CUSTOMERS

Positive customer experience leads to successful long-term partnerships. Customers who feel comfortable working with your employees come back to your company's products and services more readily and with greater confidence and trust.

FOR A LASTING EXPERIENCE!

We will support you in providing your employees with the best preparation, so that customer visits, telephone conferences, business dinners, audits and exchanges between experts are not only satisfactory but successful and sustainably so.

MAKE IT POSSIBLE WITH OUR PROVEN LEARNING CONCEPT

Our verifiably successful standard series of seminars Customer Care Experience is structured modularly, with each module taking just one day. We are happy to work with you in optimally tailoring the content of each module to the specific needs of your company. Minimum effort - maximum benefit!



MODULE 1

Preparing for the customer visit

The first module begins with familiarisation with the different types of people and characters.

Taking a look at myself:

What kind of personality type am I? How do I affect others?

A further look at my customers:

What personality types can be found amongst my customers? What do they expect from me?

Finding appropriate answers to questions like:

Which patterns are in operation? How do they fit one another? What does my customer want to experience/should they experience, in their interactions with me? Which impressions should be left behind following the visit? What should not happen under any circumstances?

My presentation during the customer visit

A positive first impression sets a positive mood. What contributes to positive first impressions? What are the effects of attire and body language? And much, much more.

The right small talk

The art of open conversation - without dealing in the commonplace - is a good, if not necessarily essential, gateway in important negotiations.

My behaviour as host

What does it mean to welcome a customer to my company? How can I create a sincere and welcoming atmosphere?

These topics are trained using systemic models, practical exercises, meeting simulations and case studies appropriate to your company.

MODULE 2

Confident communication

Your employees learn how to master challenging meeting situations and to find solution-oriented ways of meeting customer wishes without losing sight of your own targets and boundaries.

Intercultural collaboration

Identification of differences and similarities and deal with them professionally: What especially needs to be taken into consideration in the various customer countries? Which customs are different - either very obviously or rather more subtly? National etiquette - the dos and don'ts of international collaboration.

Ownership development

Representing the company's values. Taking responsibility and satisfying the interests of the product, the company and the customer.



TRAINERS

We would like to introduce you some of our permanent trainers, who conduct our Customer Care Experience seminars.



MARTINA
FAHRNBERGER

... grew up in the country and moved
into the world full of curiosity



RUTH TERINK

... has a sense of humour and
stands with both feet on the
ground



MAREIN ORRE

... loves working with people and is
passionate about new products

Currently happiest working in ...

... train-the-trainer seminars
... management development
... service and customer orientation
(programme manager COE)
... intercultural competence
... team building
... conflict management

... management development
... service and customer orientation
... women in management roles
... self-management, resource
management, effectiveness
management
... communication and solution-
oriented discussion skills

... customer orientation
... design thinking and innovation
... business model and value
proposition development
... change management
... solution oriented facilitation

What others say

... she also hears what wasn't said
... she is always there with passion
... she likes unpicking, implementing
and getting things up and running
... she rarely gives up
... values the things around her

... that the topics are extremely
practical and the presentation is
very implementable
... that she has a feeling for people
and, at the same time, understands
organisations
... that they feel well looked after

... that she quickly gets to the heart of
the topics
... that she works with practical
relevance
... that she supports her clients in
exploring their own hidden
resources

WHO ARE WE?

indigu HR Manufaktur is one of the few providers of **top-class, individually tailored seminars and courses** for management and employees with customer contact, as well as international trainer and leadership development.

Each of our programmes is customised to your individual needs, a process also definitively shaped by you.

indigu has **over 10 years of international training and seminar experience** with projects in countries like Brazil, Japan, USA, China, Russia and almost all European countries.

We only work with **selected, reliable partners**. Systemic training, exemplary quality, and broad experience are guaranteed. This enables us to offer seminars and courses around the world - each with Austrian charm and a wide variety of systemic methods and tools.

You can find all our certified trainers at www.indigu.at.

INDIGU. HR-MANUFAKTUR IS A
GUARANTEE FOR HIGH QUALITY,
INDIVIDUALLY TAILORED
TRAINING AND DELIGHTED
CUSTOMERS!

CUSTOMER ENDORSEMENTS

Dr. Michael Stanek, API Global & Managing Director Site Linz Austria, Patheon (part of Thermo Fisher Scientific)

As an engineer, technician or natural scientist coming from university or other educational backgrounds, suddenly having to deal with customers from totally different cultures in complex Customer Service Projects, is for many people no mean task. It is therefore even more important that all team members involved in customer-oriented projects, but also in other situations, correctly understand the concept of service and above all live it. Precisely this final polish was provided by Martina Fahrnberger in an excellent seminar - great content! Even I learned something new.

Patheon.
part of Thermo Fisher Scientific

Udo Bräu, Vorstand Meierhofer AG, München

I have had several experiences with indigu and have been impressed time and again with the competence of the trainers. indigu doesn't utilise a standard model but develops a needs-oriented, tailored approach. I greatly appreciate their assistance!

Meierhofer

We are delighted to be currently supporting the following customer, amongst others, in many diverse projects:

Austrian 

SPARKASSE
Oberösterreich

DORR

ROTAX 

AVL 

We believe in stable partnerships and work with people who also enjoy working with us.



individual guidance
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