



## AFSA & KIIKSTART 2019 MEMBERSHIP TRAINING OFFER



### TOPIC 6

#### QUALITY CUSTOMER EXPERIENCE

*In a world of increasing competition and diminishing trust, design your own unique and valuable approach to customer experience that will build your bottom line and improve brand reputation.*

AFSA and Kiikstart are working together to bring members an exclusive opportunity to build their teams and business, not just now but into the future.

#### WHAT IS PROVIDED?

Facilitation and coaching via small team learning or via a one on one or two staff member approach. Each topic and module has been driven by the needs, skill gaps and opportunities of AFSA members.

#### WHAT PROBLEMS AND SKILLS GAPS ARE SOLVED?

We live in a world where there is increased competition, decrease in trust and increased awareness of how we do business. The value for the market is no longer simply on what you do but why and how you do it.

By being part of this training, businesses will be able to design their own quality, forward thinking experiences that will build the bottom line and increase brand reputation.

#### Key modules include:

- ✓ Build a greater understanding of **how you uniquely do business** and **why it has value**. Not just what you do in business.
- ✓ Take away creative but practical tactics to utilise across key points of the end to end client experience. Identify how you can make cost effective, tactical changes to how you service and add value to clients.
- ✓ Using key learnings to see where new avenues and client opportunities can be created – which you did not recognise before today.
- ✓ Defining what the real value is of your business and making sure this is expressed across all key parts of the business for maximise impact.

Part of this experience will involve a hands on end to end review of the client experience with Kiikstart. This will allow you to see areas strength you can benefit from plus the areas of concern that will hamper future growth.

*Bookings and Enquiries to*

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***“THE ONLY THING WE KNOW ABOUT THE FUTURE IS THAT IT WILL BE DIFFERENT”  
PETER DRUCKER***