

Corporate Training:

Mitigating Dissatisfaction: A Proactive & Analytical Approach to Customer Complaint Prevention

1 Day Training

Theory, study case, practical & analytical session

Format

In-house Training
(Offline/Online)

Syllabus:

1. Mengubah Paradigma Layanan: Reaktif Menuju Analitis
2. Menganalisis Akar Masalah dalam Kasus Ketidakpuasan Pelanggan
3. Komunikasi Empatik & De-eskalasi Intensif
4. Praktik, study case, dan role play

Program Benefits

- 1 day intensive training
- Digital Training Modul
- Individual Action Plan Template
- Training Certificate
- Documentation for all training session
- Pre & Post Assessment
- Q&A Session & Real Case Studies
- Follow-up Reminder & Resource Sharing
- Post-Training Technical Consultation (6 months)

Total Cost

Rp30.000.000,-
(15 - 20 pax)