

AETHER

CUSTOMER ORIENTATION



The organization has to rely on things like pricing, innovation or image to gain a competitive edge in the market. But one of the most effective ways of standing out from the rest is to offer quality service that meets customer expectations. It will also contribute to boosting the image of the organization. A customer-oriented organization places customer satisfaction at the core of each of its business decisions. Being customer-oriented requires a long-term strategy that should involve the whole organization, from top management to grassroots staff.

Aether symbolizes enlightenment and clarity. Aether serves as that beacon of light which brings a customer out of the darkness of ambiguity and perplexity into the zone of clarity. Atyaasaa strives to give insights on how to be more customer-centric in the business decisions and how to deal with customers. This organization development 'Customer Orientation process' is a catalyst for systematic change progression to benefit the organizations as well as the stakeholders.

ABOUT ATYAASAA

Atyaasaa Consulting Private Limited is resolute on meeting the needs of human resources, through validated behavioural assessments, developing competencies, behavioural coaching, and management consulting. It is on a Mission of 'Awakening Human & Business Excellence.' Atyaasaa's transformational processes facilitate unleashing of innate energies ensuring superior performance and productivity, both in individuals and organizations. Its vision is to remain a leading and niche human resource training and consulting organization offering quality services through quality people and technology. Atyaasaa is, thus, partnering with learning organizations at a National and International level in their mission of holistic growth.

For further details:

Write to us at: info@atyaasaa.com | Call us on: (91-20) 25896445 |
Visit us at: www.atyaasaa.com

This customized intervention encompasses the following insights

WEBINAR 1

- Introduction to the intervention and change project
- Grasping the concepts of the competency

FACE TO FACE 1

- Foundation of the core concepts of the competency
- Imbibe behaviours based on validated models of the competency
- Activation of change project

WEBINAR 2

- Review of webinar 1 and face to face 1
- Gaining insights on the competency concepts in depth
- Review of change project
- Transfer of intermediate learning

FACE TO FACE 2

- Review of webinar 1, face to face 1, and webinar 2
- Imbibe behaviours based on validated advanced models of the competency
- Analysis of the changing behaviour through change project
- Advance learning through change project presentations and reviews

WEBINAR 3

- Neuro-Science of change and transfer learning

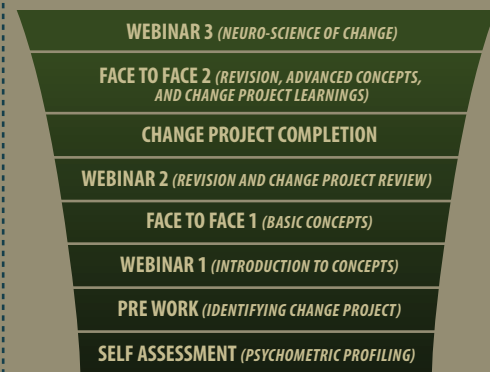
INTERVENTION OUTCOMES

- Understanding characteristics of the customer
- Learning the art of dealing with customer needs
- Comprehending negotiation skills
- Enhancing customer services
- Delivering great value and satisfaction to the customers
- Inculcating the culture of 'Happy Customers'
- Communicating effectively

METHODOLOGY OF THE INTERVENTION

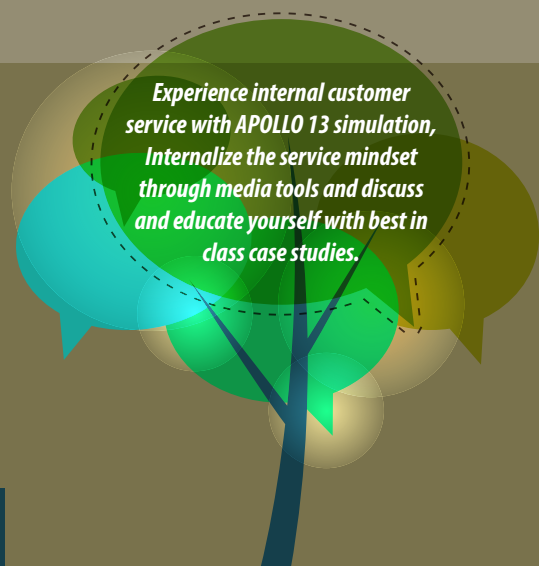


DELIVERY MODEL



BENCHMARKING WORLD CLASS PRACTICES

This intervention is conceptualized and presented by Atyaasaa. A leading business consulting organization partnering with some of the best brands across continents. Atyaasaa has been a catalyst and a contributor in their quest for people development and business excellence. The core differentiator of Atyaasaa process is continual innovation, unique customization and use of state of the art technology tools. This is implemented through ethical and experienced operations by human resource facilitators with contribution as their core value.



FOR UNIQUE CUSTOMIZATION OF THIS INTERVENTION, IN LINE WITH YOUR SPECIFIC NEEDS CONTACT OUR PROJECT MANAGEMENT TEAM.

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