

Background:

A leading company in the Oil & Gas domain felt a need to enhance customer handling skills such as managing customer interactions and expectations of all customer facing role holders of Polymer, Gas, Telecom and Propane businesses. The program had to cover customer-facing managers drawn from the Marketing, O&M, Finance and C&P departments.

NIS Sparta's Solution:

Having assessed the requirements NIS Sparta proposed a customized solution that simulated real-life situations faced by the participants, during their client management process. The program enabled the participants to objectively define areas that needed improvement. Building on these areas helped efficient and effective management of client expectations.

The program, which was focussed on negotiation skills, had real-world accounts/instances of customer interactions woven throughout the classroom lectures as role-plays and case studies. Each new case was built upon the previous one, progressively demonstrating the right negotiation and customer handling skills.

The simulations gave the participants an opportunity to practice the skills being taught right within the class and judge the impact.

Result:

The program that was conducted for 1 year program obtained raving feedback and ensured that the Smart Manager™ program is included in the organisations Training Calendar.