

# CUSTOMER-ORIENTED LANGUAGE COACHING

- DUTCH
- FRENCH
- GERMAN
- ENGLISH

Two training courses in one (for help desk staff or other functions that come into contact with customers)



## DURATION

Min: 6 sessions of 2 Hours

## NUMBER OF PARTICIPANTS

Optimal: 2 to 4 participants

## LOCATION

- in company (tailor-made)
- off site
- online

## PRICE INDICATION (WITHOUT SUBVENTION)

120 € per hour per group

(excl. vat & travel costs

at 0.50 €/km)

Translation of the delivered Q&A at

0,06 €/word.

## CONTACT INFORMATION

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In short:

Learning a foreign language is never easy. You may have the basic vocabulary, but being able to have a good conversation is another matter.

You are in contact with many people: customers, suppliers, colleagues, ... and you do not feel at ease when you have to start a conversation in another language.

Suppose you could combine this with tips & tricks about customer-oriented communication that are given along the way during the sessions, then you would kill two birds with one stone. We base this on your Q&A.

## CONTENT

Before we start, a short intake interview is held with the trainer to determine the level of knowledge of each participant. On this basis, the groups can be composed. We always work with concrete examples, with the jargon of the company. This is discussed and prepared beforehand. Below are the basic modules. In function of the need, other modules can be added.

Module 1: Introduction round - how to introduce yourself  
elevator pitch/greeting - basic vocabulary

Module 2: What is customer focus?

Module 3: How to communicate customer centricity

Module 4: How to deal with different types of customers?

Module 5: Bringing a difficult message in a professional  
professional manner

Module 6: Fine-tuning of the different techniques

## TARGETGROUP

Anyone who is concerned with language and wants to ensure that communication with the interlocutor takes place in a professional manner. During a telephone conversation, in a meeting, or anywhere else.