



BEST FOOT FORWARD CX TRAINING

MGIC

Creating an exceptional customer experience (CX) has become the #1 priority for today's businesses. Companies recognize that a memorable CX can be a key brand differentiator, leading to greater customer loyalty, more referrals and long-term success.

Learn how to improve your CX

Our new Best Foot Forward CX training program will have your employees re-examining what they can do to consistently elevate the experience of all your customers. Attendance at this fun and interactive workshop will remind and encourage your team to put themselves in your customers' shoes.

Who should attend?

All associates

Approximate time frame:

On-site classroom 90 minutes

Virtual 60 minutes

PROGRAM HIGHLIGHTS

The 3 key principles of great customer service

The important role each team member plays

How to deal with difficult customers

Steps for earning referrals

How to deliver bad news

To schedule an on-site or virtual Best Foot Forward CX training session for your team, contact your MGIC representative at mgic.com/contact.