

Trusted Advisor

CEGOS SWISS. ONE ESSENTIAL AT A TIME.



What's in it for you?

Customer care isn't just about solving issues; it's about transforming moments.

In an interconnected world, becoming a Trusted Advisor isn't just a role; it's a cornerstone for fostering authentic and enduring connections.

Embracing our Trusted Advisor learning journey, is embarking on an enlightening expedition dedicated to cultivating trust, empathy, and resilience in professional relationships.

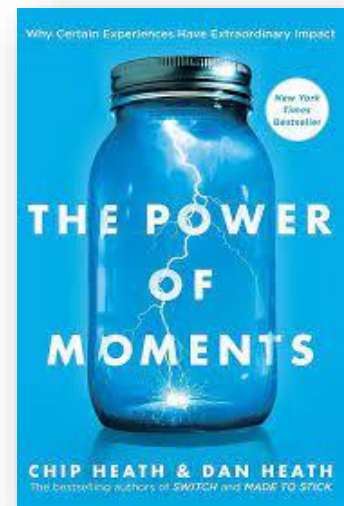
Our learning journey is an opportunity to unlock the art of fostering genuine connections rooted in authenticity and empathy, uncovering the keys to nurturing meaningful connections by understanding diverse perceptions, preferences, and customer journeys.

Through this journey, you provide your people with the opportunity to discover the power of attentive listening, self-awareness, and empathetic engagement, enabling the creation of environments where emotions are respectfully surfaced, fostering trust and effective communication.

Who should attend?

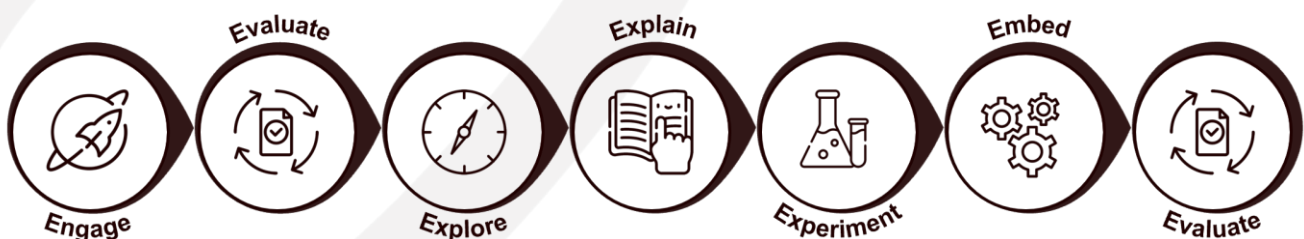
Everyone in the organization.

Good to know:



Cegos Learning Framework

We apply our holistic and dynamic Learning Framework to build learning journeys that deliver more than just awareness of competencies and skills.



Every journey engages the learners beyond knowledge, learning step by step, to explore, experiment and embed their learning, transforming skills into performance.

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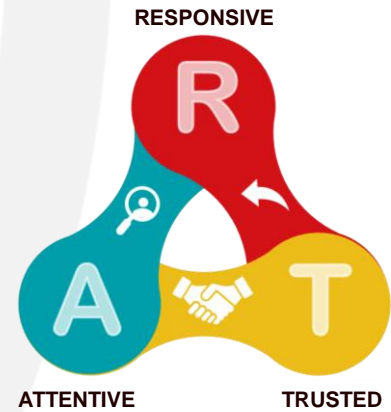


By completing this learning journey, they will:

- Master ART of Advising: embrace the ART framework — Be Attentive, Responsive, and Trusted, to synergize communication, problem-solving, and emotional intelligence, transforming interactions into meaningful moments.
- Enhance consumer understanding: develop a deeper understanding of consumer perceptions, preferences, and needs, fostering empathy and active listening to build trusting relationships.
- Optimize customer experience: explore the customer journey, leveraging insights to anticipate needs and create impactful moments, fostering a seamless and value-driven customer experience.
- Build trusting relationships: cultivate resilience, anticipate customer needs, and consistently create value, fostering trusting relationships pivotal in building enduring customer loyalty.

#MAKINGADIFFERENCE

A proven model:



Digital learning:

- [Developing loyalty through customer relationships](#)
- [Customer relationship: practicing active listening](#)
- [Developing mental toughness and resilience](#)

Delivery modes:



Blended learning accessible in our [LearningHub](#).



Can be delivered **in-person and/or virtually** as most appropriate to you and your learners.

Duration: 14h total learning



6 hours of instructor-led learning.



8 hours of self-directed and on-the-job learning.

REF: TAD

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“Every moment counts.”

#TIL