

# new! split class option for completing clear customer experience training

join us on our award- winning  
clear customer experience programme



## we've listened to your feedback!

It can be a challenge for your business being in training for a whole day, so we are excited to trial a NEW! split class option for completing clear Customer Experience training.

The clear Customer Experience Programme will drive customer loyalty and business success, through unique memorable moments that create a deep emotional connection through 5 clear principles.

You must attend both Part I and Part II to complete the clear Customer Experience Programme. When registering on zoom please use your Education Centre student profile so this workshop will show your training history.



Content curated by  
Sally Penford,  
Director of Education UK & IRE

### part I:

Introduction to clear and why customer experience is at the forefront of driving business success

Dermalogica Persona's - Understanding the customer and their unique needs

Principle 1: Connect – The importance of TED questions and establishing trust

Principle 2: Learn – Share your expert knowledge with engaging activities

### part II:

Complete part 2 of your clear Customer Experience workshop and implement this award-winning programme to drive loyalty and business success

Principle 3: Experience – Connecting treatment and homecare to create the ultimate skin care programme

Principle 4: Advise – Feel confident in your recommendations and see success soar

Principle 5: Reconnect – The finishing touches that ensure a lasting memory



### part I available dates:

**date:** Monday 4th October

**time:** 10am – 12.30pm

OR

**date:** Monday 18th October

**time:** 10am – 12.30pm

**BOOK PART I**

### part II available dates:

**date:** Tuesday 5th October

**time:** 10am – 12.30pm

OR

**date:** Monday 11th October

**time:** 10am – 12.30pm

**date:** Tuesday 19th October

**time:** 10am – 12.30pm

OR

**date:** Monday 25th October

**time:** 10am – 12.30pm

**BOOK PART II**