

Customer-led Accelerator Program

Reveal new opportunities + focus your efforts on what matters most

LEVEL UP + SMASH YOUR GOALS IN JUST THREE HOURS

Engaging, educating + energising.

Through our signature process based on our **Customer Strategy Framework™**, we'll help you **find** the gaps, **focus** your efforts + develop a plan to **fix** the issues holding you back. Forget flailing + flicking between solutions, this session will change the way you do with business. Reframe the way you see your business, your team + your customers.

WHY SHOULD YOU ACCELERATE TO BEING CUSTOMER-LED WITH US?

- **Greater Revenue:** Over 55% greater cross-sell + up-sell over competitors who don't focus on being customer-led.
- **Greater Referrals:** Better + more positive word-of-mouth, driving over 2.5x greater revenue from referrals
- **Greater Return on Marketing Investment (ROMI):** A focus on being customer-led reaps over 50% greater ROMI than for businesses that don't
- **More positive social media:** Nearly 25% more positive social media mentions than those who don't focus on their customer.



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I've learnt more in this one day than in my two years of my Management Diploma!

- Jane Webster, Workshop Attendee

WHO IS THIS PROGRAM FOR?

This no-nonsense management workshop is for CEOs, CCOs, business owners + senior leaders who want to get their leadership team back on track + realigned with their strategic objectives

If you feel like:

- Your organisation is **rudderless** + lacking direction
- You're **wasting resources** with teams pulling against each other
- You're **expending energy** constantly keeping everyone on track

Then this Program is for you.

WHAT YOU'LL COME AWAY WITH

- ✓ **New perspectives** on how you view your customer + how building customer capabilities help you build a better business
- ✓ **A benchmark** for where your business is today, to know where you're starting from
- ✓ **Gaps + priorities** identified specific to your business, helping you to cut through the noise + gain alignment on what to do next
- ✓ **An action plan** you take back to your teams to maintain the momentum you unearthed in the management workshop
- ✓ **New energy** for your business, setting you up for success for the future



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Do it. Take action and do it - attend the masterclass, you'll get amazing value!

- Isabella Shoard, Workshop Attendee

YOUR GUIDES: THE DYNAMIC DUO

Your facilitators, Sueanne + Peter, are globally renowned for helping businesses + organisations become customer-led.

Australia's Dynamic Duo of customer experience, they have 50+ years of experience, transforming leading global brands to put the customer at the heart of their operations.



GET STARTED

Call us on 1300 162 997 or email us hello@customerframe.com for more info!

Customer-led Accelerator Program

COST + INCLUSIONS

Starting at **\$9,950 +GST** including full workshop in the unique CF Customer-led Accelerator methodology, access to bespoke templates, comprehensive workbook + all learning materials, + a graduation present for all participants.

LEVEL ONE	LEVEL TWO	LEVEL THREE
WORKSHOP ONLY	ACCELERATED PROGRAM	INTEGRATED PROGRAM
\$ 9,950 +GST	\$ 12,950 +GST	\$ 24,950 +GST
<ul style="list-style-type: none"> ✓ 3-hour management workshop with your senior leadership team incl workbook 	<ul style="list-style-type: none"> ✓ 3-hour management workshop with your senior leadership team incl workbook ✓ Report ✓ 1-month check-in (1 hour) 	<ul style="list-style-type: none"> ✓ 3-hour management workshop with your senior leadership team incl workbook ✓ Report ✓ 1-month check-in (1 hour) ✓ 6-month coaching package (2 hours per month)

WHAT OUR CLIENTS SAY ABOUT CUSTOMER-LED ACCELERATOR

Having successfully delivered countless programs + workshops across the country, our clients + attendees have some pretty nice things to say about our style + the impact we make on their organisations + businesses. Check out what some of our alumni have said about our Customer-led Accelerator Program:



"The best three hours out of your week to focus on what's important to your business from people who care and have got a significant amount of experience in this space. It's challenging and helped me find gaps I never knew we had."

Nerida Trappett
Director
Rivers Insurance Brokers



"CF is the best! I wasn't expecting such a detailed plan to go back to the office with, with a check point of nine items to start ticking off immediately."

It was time well spent!"

Suzie Majer
Talent Director
Majer Recruitment



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Tyson Cobb
CEO
Practice + Pixels



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John Knight
MD + Co-Founder
businessDEPOT



BOOK A MANAGEMENT WORKSHOP

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