

Learn the key to differentiating your company's brand

CAROL BUEHRENS

Customer Experience Educator, Speaker, Author

As your workshop host

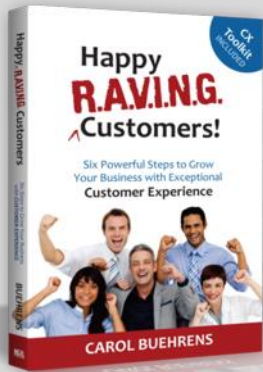
“Providing your attendees practical skills and frameworks to take action in their own organization.”

When planning a workshop, you expect participants to walk away with a measure of understanding, practical knowledge, and a return on their investment.

For a hands-on session at your company, conference or summit, whether you've invited executives, program leads or staff, Carol Buehrens works with you to provide a unique program filled with activities to fit your specific needs of your audience. With a solid background in teaching and curriculum design, Carol provides interactive sessions that help translate ideas into customer-focused vision, strategy and practical application.



Focused on improving customer's experiences, Carol delivers action-oriented, engaging workshops that provide immediate results.



As daily practitioner of Customer Experience – Carol Buehrens manages this strategy for a growing family of insurance companies. With a diverse background in engineering, software, instructional design, and contact centers, she is able to address several topics for business strategy, customer relationships, cultural transformation, and omni-channel innovation, pulling from a wealth of real-world experience.

Known throughout the Customer Experience Industry, Carol's best-selling book, "Happy R.A.V.I.N.G. Customers!" has set the standard for Customer Experience best practices framework.

Choose from a list of popular workshops in customer experience based topics, including:

- Customer Experience: Your Vision and Strategy
- Change Road Mapping: Customer Experience Goals, Objectives and Action
- Becoming Customer-Focused: Organizational and Cultural Transformation
- Your Customers and Your Employees: Building Empathy and Compassion with Personas
- Improving Your Customer's World: Experience Journey Mapping
- Customer-Focused Innovation: How to Make a Difference and an ROI

Contact Carol for your next event: 858.271.1714 carolbuehrens.com