

## Customer Communication Coaching (1:1)

### What I do for you

I do not work like a traditional teacher.

I work like a **personal trainer for communication.**

**Goal:** Visible improvement of your performance – fast, structured, and measurable

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### 1. Individual Analysis (Starting Point)

- Analysis of your current communication
- Identification of your biggest weaknesses
- Evaluation of:
  - Language
  - Structure
  - Presence
  - Confidence
  - Impact

You immediately understand: **where you truly stand**

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### 2. Tailored Training Plan

- No standard course
- No generic textbook

You receive:

- an individual training plan
  - tailored to:
    - your goal (job, customer interaction, language)
    - your level
    - your weaknesses
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### 3. Live Coaching Sessions (Practice over Theory)

- 1:1 sessions with direct feedback
- Focus on real situations:

- Phone
- Customer interaction
- Difficult conversations
- Immediate corrections in real time

You learn **in the moment – not later**

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#### 4. Realistic Simulations & Roleplays

- Real conversation scenarios
- Difficult customers
- High-pressure situations

##### Goal:

- Build confidence
  - Maintain control
  - Respond professionally
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#### 5. Practical Language & Structure Tools

You don't get theory, you get:

- ready-to-use phrasing
- clear conversation structures:
  - Opening
  - Problem clarification
  - Solution
  - Closing

Immediately applicable in everyday work

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#### 6. Personalized Training Material (YOUR USP)

I create individually for you:

- tailored documents
- personal conversation guides
- structured learning materials

- real examples from your context

No copy-paste – **100% customized to you**

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## 7. Dedicated Learning Websites (High-End Feature)

Upon request, I create for you:

- individual learning pages
- interactive content
- structured training overviews
- access anytime (also mobile)

You can:

- learn faster
  - revisit anytime
  - manage your own progress
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## 8. Performance Focus Instead of “Feeling”

We do not work based on feeling, but on impact:

- clear improvement in your communication
- more confidence in conversations
- better control
- more professional presence

**Result:** Noticeable difference after just a few sessions

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## 9. Mindset & Behavior (The Real Gamechanger)

- Handling uncertainty
- Staying in control under pressure
- Focus instead of chaos
- Behavior instead of pure knowledge

This is where most people truly differentiate themselves

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## 10. Fast, Direct Implementation

- No long theory phases
- No unnecessary content
- Maximum practical focus

You apply things **immediately in real life**

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### Who is this coaching for?

- People with customer interaction
  - Beginners & professionals
  - Individuals with communication insecurity
  - Anyone who wants to improve quickly
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### Why this coaching is different

- ✗ no traditional language lessons
- ✗ no dry theory
- ✗ no standard program

Instead:

- ✓ 1:1 focus
  - ✓ real practice
  - ✓ individual tools
  - ✓ measurable improvement
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### In short

You get:

- ☞ a personal trainer for communication
- ☞ individual tools instead of standard solutions
- ☞ real improvement instead of theory