

Customer Relationship Management (CRM) Training Course

Manama

3 - 7 August 2025

UK Training

PARTNER



Customer Relationship Management (CRM) Training Course

Code: CC28 From: 3 - 7 August 2025 City: Manama Fees: 3700 Pound

Introduction

In the highly competitive business landscape, building and maintaining strong customer relationships is crucial for long-term success. Customer Relationship Management CRM is a strategic approach that utilizes customer relationship management technology to effectively manage and analyze customer interactions throughout the entire customer lifecycle. This course is designed to equip participants with the essential customer relationship management skills and knowledge to implement successful CRM strategies, enhance customer satisfaction, and boost business profitability. Through hands-on applications and real-world scenarios, participants will learn how to leverage CRM tools and techniques to manage customer relationships, improve customer loyalty, and drive business growth.

Course Objectives

By the end of this course, participants will be able to:

- Understand the core concepts and principles of Customer Relationship Management CRM.
- Explore the customer lifecycle and identify key touchpoints for engagement.
- Apply CRM strategies to improve customer satisfaction and retention.
- Utilize CRM technologies to manage customer data, track interactions, and automate marketing efforts.
- Analyze CRM analytics to enhance business decisions and drive growth.

Course Outlines

Day 1: Introduction to CRM and Customer Lifecycle

- Definition and customer relationship management def: Understanding the true meaning of customer relationships.
- The customer lifecycle: Awareness, Acquisition, Retention, and Loyalty.
- Key components of CRM customer relationship management: Operational CRM, Analytical CRM, and Collaborative CRM.
- Benefits of customer relationship management: Enhanced insights, improved sales processes, and stronger client relationships.
- Practical Session: Mapping the customer journey and identifying engagement opportunities.

Day 2: CRM Strategies and Customer Engagement

- Developing effective customer relationship management strategies for various business models.
- Segmentation and targeting: Identifying high-value customers for optimized engagement.
- Personalizing customer interactions to build customer relationships and enhance loyalty.
- Techniques for Lead Generation, Lead Scoring, and Lead Nurturing.
- Case Study: Successful CRM strategies in leading companies demonstrating the advantages of customer relationship management.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Day 3: CRM Technologies and Automation

- Overview of popular CRM platforms: Salesforce, HubSpot, Zoho CRM, Microsoft Dynamics.
- Managing customer databases and ensuring data integrity.
- Automation in CRM: Email marketing, Sales pipelines, and Customer follow-ups.
- Integration with other business tools ERP, Marketing Automation, Social Media.
- Hands-on Workshop: Setting up and customizing a CRM dashboard to visualize customer relationship management analytics.

Day 4: Data Analysis and Measuring CRM Success

- Understanding CRM analytics and performance indicators.
- Key Metrics: Customer Retention Rate, Customer Lifetime Value CLV, Conversion Rate, Net Promoter Score NPS.
- Using data to drive decision-making and optimize customer relationship management processes.
- Reporting and visualization of customer insights.
- Group Exercise: Analyzing CRM data to identify growth opportunities and improve customer relationships.

Day 5: Implementing CRM and Best Practices

- Steps to successfully implement a customer relationship management system in an organization.
- Change management and user adoption of CRM systems.
- Customer relationship management best practices: Ensuring data security and compliance GDPR, CCPA.
- Final Project: Designing a CRM strategy for a business scenario.
- Wrap-up and Feedback Session for reflection and improvement.

Why Attend this Course: Wins & Losses!

- Master CRM skills to build strong and lasting customer relationships.
- Enhance customer satisfaction and retention through effective CRM strategies.
- Leverage CRM technologies to streamline sales and marketing processes.
- Drive business growth by effectively managing customer relationships and understanding their needs.

Conclusion

Customer Relationship Management CRM is a powerful tool for enhancing customer loyalty, improving sales processes, and driving business growth. This course equips participants with the practical skills to effectively manage customer interactions, utilize CRM technologies, and optimize business strategies.

Through hands-on experience and real-world applications, participants will be ready to transform their customer engagement and achieve lasting business success.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, black, sans-serif font.

UK Training
PARTNER

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)
(Switzerland)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
Korea



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul (South)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
General Organization for Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

