

Strategic Customer Management: Leveraging  
Satisfaction Metrics & PR Media Messaging

*Rome (Italy)*

*10 - 14 August 2026*

UK Training

**PARTNER**



# Strategic Customer Management: Leveraging Satisfaction Metrics & PR Media Messaging

Code: CC28 From: 10 - 14 August 2026 City: Rome (Italy) Fees: 4200 Pound

## Introduction

In today's competitive business environment, Strategic Customer Management requires more than traditional service—it demands data-driven insights and impactful communication. Organizations must effectively apply Customer Satisfaction Metrics to understand customer behavior, enhance Customer Experience, and build Customer Loyalty. At the same time, crafting strong PR Media Messaging is essential to protect and strengthen Brand Reputation.

This program equips professionals with the tools to measure, interpret, and act upon Customer Insights, while designing communication strategies that align with organizational goals and elevate Corporate Communication.

## Course Objectives

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

- Understand the foundations of Strategic Customer Management and long-term relationship building.
- Identify and apply key Customer Satisfaction Metrics CSAT, NPS, CES, retention rates for decision-making.
- Design and implement effective customer feedback systems for continuous improvement.
- Align Customer Insights with business strategy to drive sustainable growth.
- Develop impactful PR Media Messaging to strengthen Brand Reputation and trust.
- Integrate data-driven customer strategies with PR and communication campaigns to improve Customer Loyalty.

## Course Outlines

### Day 1: Foundations of Strategic Customer Management

- Customer management in a competitive environment.
- Customer Lifetime Value CLV and relationship marketing.
- Key drivers of customer satisfaction and loyalty.
- Case study: Global leaders in Strategic Customer Management.
- Group exercise: Mapping customer touchpoints.

### Day 2: Measuring and Leveraging Customer Satisfaction Metrics

- Overview of key metrics: CSAT, NPS, CES, and retention rates.
- Designing effective feedback systems: surveys, digital tools, social listening.
- Interpreting data for strategic decision-making.
- Using analytics dashboards for real-time customer insights.
- Workshop: Building a customer satisfaction scorecard.

### Day 3: Turning Metrics into Strategy

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) in gold and silver. The board is set on a checkered pattern. In the background, there are concentric white circles on a dark background, suggesting a signal or focus.

UK Training  
**PARTNER**

- Linking satisfaction metrics to organizational KPIs.
- Predictive analytics: anticipating customer needs and churn risks.
- Optimizing the customer journey with data.
- Aligning Customer Insights with business strategy.
- Case discussion: How Amazon & Apple use Customer Satisfaction Metrics strategically.

#### Day 4: Crafting Impactful PR & Media Messaging

- Role of PR in shaping customer perception and Brand Reputation.
- Key elements of impactful messaging: clarity, consistency, credibility.
- Storytelling and emotional connection in media campaigns.
- Traditional vs. digital PR: selecting the right channels.
- Group exercise: Writing a press release using Customer Success Stories.

#### Day 5: Integrating Customer Insights with PR Strategy

- Transforming customer data into compelling media narratives.
- Crisis communication: managing negative feedback in the media.
- Building trust and credibility through transparency.
- Developing an integrated customer management and PR strategy.
- Final simulation: Designing a satisfaction-driven PR campaign and presenting it to the group.

#### Why Attend this Course: Wins & Losses!

- Master Strategic Customer Management by turning data into strategy.
- Use Customer Satisfaction Metrics to enhance Customer Experience and build loyalty.
- Strengthen Brand Reputation with compelling PR Media Messaging.
- Gain practical skills through workshops, case studies, and group simulations.
- Improve alignment between customer analytics, marketing, PR, and corporate communication.

#### Conclusion

The Strategic Customer Management: Leveraging Satisfaction Metrics & PR Media Messaging program is designed to be more than just a training—it is a transformational journey for professionals who want to bridge the gap between customer analytics and corporate communication. By completing this course, participants will not only master the use of Customer Satisfaction Metrics such as CSAT, NPS, and CES, but they will also gain the ability to interpret these metrics in a way that drives organizational performance and creates actionable strategies for Customer Experience and Customer Loyalty.

Moreover, the course goes beyond numbers, focusing on the human and communication side of customer management. Participants will learn to translate Customer Insights into compelling PR Media Messaging, develop storytelling techniques that resonate with stakeholders, and implement crisis communication strategies that protect and enhance Brand Reputation. Through a combination of case studies, simulations, and group exercises, attendees will gain hands-on experience in aligning analytics with communication strategies that reinforce trust and credibility.

Ultimately, this program equips professionals in customer experience, marketing, PR, and corporate communication with a dual advantage: the ability to use data-driven insights to optimize customer management and the skill to craft persuasive media narratives that amplify those insights to internal and external audiences.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) in gold and silver, set against a background of concentric circles and a checkered pattern.

UK Training  
**PARTNER**



Graduates of this course will leave with a comprehensive toolkit to strengthen their organization's competitive edge, build long-lasting relationships with customers, and position their brand as a trusted leader in today's fast-changing market.

A graphic of a chessboard with several pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles. The pieces are rendered in gold and silver.

UK Training  
**PARTNER**

Head Office: +44 7480 775 526  
Email: [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)  
Website: [www.blackbird-training.com](http://www.blackbird-training.com)



## 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)



Salzburg (Austria)



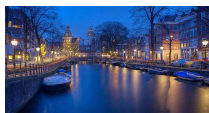
Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



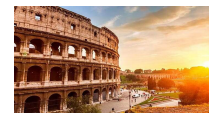
Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



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)  
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



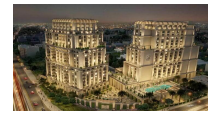
Pulau Ujong (Singapore)



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



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](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

