



Customer Keynote Conversations

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Conversations make us unique



17.000

Average number of words spoken per day by females

13.000

Average number of words spoken more by female vs male (daily)

What is a good conversation?

Authentic

Takes time

Spontaneous

Pleasant

Informative

Two way

Interactive

Panel Conversations

Nordea 

DnB NOR

 *winterthur*

Finanzielle Sicherheit / **neu definiert**

ALL AROUND US IT IS THERE WHEN YOU WATCH TELEVISION
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THE MATRIX HE IS THE ONE DREAM WORLD

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IT IS THERE WHEN YOU WATCH TELEVISION



How to Change the conversation

- Use technology to create efficiencies
- Give at least 50% of these efficiencies back to your agents
- Explain your CFO that 'Return on Conversations' is unlimited.



CUSTOMER SERVICE

HEROES

 **2012** 

G-FORCE

2011

PRAGUE