



Professional Customer Service for Public/Private Sector Entities



AGILE LEADERS
Training Center



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This five-day programme develops front-line and supervisory staff who handle beneficiaries and customers directly. Curriculum covers service standards and expectation setting, communication and questioning technique, handling complaints and difficult interactions, service recovery, accessibility and inclusive service, and supervising for consistency across a team.



Training Course Categories

Customer Experience & Service Excellence (CX)

Digital & Data Transformation

Environment, Sustainability & ESG

Executive Skills & Corporate Communication

Governance, Risk & Compliance (GRC)

Human Capital Development & Future Skills (HCDP)

Innovation & Corporate Entrepreneurship

Leadership & Organisational Change

Organisational & Operational Excellence

Partnership Building & Third Sector Engagement

Performance Management & Impact Measurement (OKRs/KPIs)

Project, Programme & Portfolio Management (PPM) & PMO



Training Cities

Amsterdam

Netherlands

Barcelona

Spain

Dammam

Saudi Arabia

Dubai

United Arab Emirates

Jeddah

Saudi Arabia

London

United Kingdom

Paris

France

Riyadh

Saudi Arabia

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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