inline training
agenda | why return

Part 1
Target lost customers

Complete e-learning

Part 1:
- Focus your win-back efforts
- Learn why your customers left

Practice 1:
- Target lost customers

Download your workbook
Part 1

Part 2
Approach lost customers

Complete e-learning

Part 2:
- Choose the right email message
- Craft a compelling email

Practice 2:
- Approach lost customers

Open your workbook Part 2

Part 3
Re-engage lost customers

Complete e-learning

Part 3:
- Choose the winning conversation
- Avoid the danger zones

Practice 3:
- Re-engage lost customers

Open your workbook Part 3

Part 4
Fluency Coach AI challenge & instant feedback

Practice your We've Changed conversation

Post-Training Skills Reinforcement

Participants are given access to a series of **mini-boosters** designed to refresh their skills on key concepts.
They receive their sharable **eBadge** showing program completion.