

RETAIL AND CUSTOMER

Customer Retention Program

Your team saves customers without buying them back, using a mix of strategy, engagement, and tactics that moved retention from 56% to 89%.

"Our sales team leaves revenue on the table."

"Customers walk in loyal and leave indifferent."

WHO IT IS FOR**LEVEL**

Store and service teams, Sales teams, Frontline leaders

TIME

Anywhere from 60 minutes to 2 days

LANGUAGES

English

GROUP SIZE

Any group size

FORMAT

In person · Virtual

BUSINESS OUTCOME

Customer loyalty, Revenue growth

WHAT HAPPENS

We listen to your retention target first and design toward it.

The team works real save conversations: the ones that ended in a discount and the ones that ended in a loyal customer.

Proven tactics get practiced until they are the team's own.

WHAT CHANGES

- Save rate rises without discount spend
- Retention becomes a skill, not a budget line
- The team owns the number
- Churn stops being weather

HOW WE MEASURE

Your retention and save rates, before and 90 days after, reported against the target we agreed on day one.

HOW IT FITS WHAT YOU HAVE

Built around your store formats, your customers, and the moments your associates face on the floor. Practice rounds use your merchandise and your policies.

INVESTMENT

\$10,000 per day

Per delivery · same number in USD, CAD and EUR

Design and delivery per Facilitator day. We agree the retention target before design starts.

Formats: anywhere from 60 minutes to 2 days, for any group size. One Facilitator day covers everything up to a full day at the investment shown; a second day adds \$10,000.

WHAT IT INCLUDES

- A one-hour Joint Solution Design call, where you choose what your Participants experience
- Your Blueprint, the design for your delivery, reviewed by you before anything is built
- A Participant Manual matched to that Blueprint

PROOF

56% → 89% retention

Freedom Mobile (then WIND Mobile): save rate 47% to 86% (47% to 66% including the loyalty desk), retention 56% to 89%, program NPS 94.4%, Facilitator NPS 100%

Schedule a 20-minute walkthrough

[See how it runs online](#)

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