

small things | **big impact**

Vassilis Vassiliadis

Training Director @OTEAcademy
Customer Experience MPE, CXPA Member
Psychodrama, Sociodrama MPE



Small changes inside
What's the difference?
BIG differences outside

Less than 2% of DNA



10 years of experience in Professional Training



5 years as experienced provider
on CX Training & Consulting



~~customer's needs~~

customer's expectations

- needs & feelings
- conscious & unconscious
- in & out the context



~~seminar or workshop~~

learning experience

- focus on FEELINGS
- experiencing vs. interactive
- arts, psychodrama, sociodrama

- creating memorable stories...

small things | **big impact**



small things | **big impact**

our vision

we **dream** of a business world with

happy employees and **delighted**
customers

thank you 😊

keep in touch...



vvassiliadis@oteacademy.gr



Vassilis Vassiliadis - Βασίλης Βασιλειάδης



Vassilis Vassiliadis