

Customer Service Manager



Workshop Overview

Customer Service Manager is an engaging two-day on-site program (or compressed one-day program) that will show your management team how to effectively lead and manage a team that supports either internal or external customers. The service and business skills taught in this course are valid across all industries.

Who Should Attend

Customer Service Managers
IT Support Managers
Help Desk Managers
Team Leads
Supervisors
Training Directors
Patient Support
Call Center Staff
Human Resources Managers
Claims Supervisors
Facilities Managers
Operations Directors
Telecom Managers
Purchasing Managers

This course brought concepts down to a level we can apply at work.

— IT Director

Program Benefits

Delivered at Your Facility
Customizable Content
Highly Experienced Instructor
Manage with Metrics
Advanced Teamwork
Improved Communication
Additional Analytical Skills
Increased Staff Engagement
Big Picture Thinking
Better Customer Focus
Highly Interactive

Program Topics

Leadership
Strategy
Staff Development
Communication
Advanced Teamwork
Service Level Agreements
Root Cause Analysis
Culture and Accountability
Performance Metrics
Customer Feedback
Case Studies
Best Practices
Exercises
Take-Away Job Aids

Because of clear and rigorous training Green Peg provided, we are enjoying >90% customer satisfaction and are meeting our productivity and cost goals.

— IT Director

