

# Customer Service Manager



## Workshop Overview

**Customer Service Manager** is an engaging on-site 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. Course length can be 1, 2 or 3 days depending on breadth and depth requested. For course length of 2 or more days, we award the Customer Service Manager Certification upon successful completion of the 40 question exam.

## 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  
Stress and Burnout  
Service Level Agreements  
Root Cause Analysis  
Culture and Accountability  
Core Values  
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

