



Customer Service Professional

Workshop Overview

Customer Service Professional is an engaging on-site program that will show your customer service team how to measurably improve the service they provide to their customers. The service and business skills taught in this course are valid across all industries and can be applied to both internal and external customers. 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 Professional Certification upon successful completion of the 40 question exam.

Who Should Attend

Customer Service Teams
IT Support Staff
Help Desk Analysts
Desktop Support Technicians
Team Leads
Administrative Assistants
Patient Support
Call Center Staff
Human Resources Staff
Claims Representatives
Facilities Personnel
Operations Staff
Telecom Analysts
Purchasing Groups

I liked the real-life examples. I would like to see this course offered to entire departments.

M.W. — Desktop Support

Program Benefits

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

Program Topics

Service Mindset
Service Culture
The Customer Experience
Difficult Behavior
Emotional Intelligence
Communication
Advanced Teamwork
Listening
Recovering from Mistakes
Service Level Agreements
Escalation
Root Cause Analysis
Confidence
Metrics
Standard Procedures
Case Studies
Best Practices
Exercises
Take-Away Job Aids

Using examples from our own jobs helped us transition from simply having the tools, to applying them in our everyday lives. It was fun and informative. I would definitely recommend this workshop to other customer service professionals.

S.D. — Shipping/Receiving

