



## Certificate in Customer Service

**Overview:** As part of our Customer Service program, student will learn industry best practices towards managing expectations, internal and external customers. This program will provide the electives and options needed for people within a sales or call center capacity to develop the necessary habits associated with quality customer service efforts. This Customer Service Certificate program will give participants the skills needed to enhance customer relationships and secure an overall competitive advantage.

**Certificate Duration:** 12 hours

**Program Tuition:** \$540.00

**Books:** \$30.00

**Student Assessment:** \$20.00

**Prerequisites:** None

**Certificate Core Courses:** Choose any (1) courses from the list below. This selection signifies the core course of study for this certificate program.

- 1000-5 Conflict Resolution-Dealing with Difficult People
- 1000-7 Customer Service Training- Critical Elements of Customer Service
- 1003-11 Problem Solving & Decision Making
- 2301-1 Overcoming Objections to Nail the Sale
- 2301-2 Building Relationships for Success in Sales

**Certificate Electives:** Choose any (2) courses from the detailed list in our Catalog.

[Career Development Training](#) [Human Resources Training](#) [Work Place Essentials Training](#) [Sales and Marketing Training](#) [MS Office Applications Training](#)

### **1000-5 Conflict Resolution - Dealing With Difficult People**

*In this course, participants will learn how their attitudes and actions impact others, new and effective techniques for dealing with difficult people, coping strategies for dealing with difficult people and difficult situations, how to identify times when they have the right to walk away from a difficult situation, and techniques for managing and dealing with anger. Techniques discussed are Reciprocal Relationships, Dealing with Change, The Agreement Frame, and The Ten Commandments of Change.*

**Prerequisite:** None

### **1000-7 Customer Service Training - Critical Elements of Customer Service**

*This course is for any employee who deals with the public or who serves those who do deal with the public. Customer service skills can increase your value to your company and advance your career at the same time. Topics discussed in this course include; what is customer service, who are your customers, meeting expectations, first impressions, presenting yourself properly, setting goals and targets, standards, communication, telephone techniques, managing the talkative caller, dealing with difficult callers, dealing with challenges, increasing your assertiveness, dealing with difficult people, dealing with conflict, the problem-solving process, seven steps to customer problem solving, the recovery process, eliminating customer service problems, service PRIDE is a team effort, doing your part, and dealing with stress.*

**Prerequisite:** None



### **1003-11 Problem Solving & Decision Making**

*If you are tired of applying dead-end solutions to recurring problems in your company, this course should help you reconstruct your efforts and learn new ways to approach problem-solving, and develop practical ways to solve some of your most pressing problems and reach win-win decisions. Topics included in this course: Learning Styles, Making Win-Win Decisions, Problem Solving Defined, The Problem-Solving Model: Problem Identification, Decision Making, and Planning and Organizing, A problem solving toolkit, the problem solving process, fishbone analysis, gradients of agreement, fact vs. information, decision making traps, implementation, types of decisions, and a personal action plan.*

**Prerequisite:** None

### **2301-1 Overcoming Objections to Nail the Sale**

*If you are like most sales professionals you are always looking for ways to overcome customer objections and close the sale. This course will help you plan, prepare and execute proposals and presentations that address customer concerns, reduce the number of objections you encounter and improve your batting average at closing the sale. Topics discussed in this course include: Credibility, your competition, critical communication skills, observing, customer service complaints, overcoming objections, how can teamwork help, pricing issues, handling other objections, buying signals, closing the sale, closing techniques, and top fifteen activities that make you successful at closing the sale.*

**Prerequisite:** None

### **2301-2 Building Relationships for Success in sales**

*No one questions that making friends is a good thing. However, it's not an easy thing, particularly when you're cultivating business relationships. How do you make friends with customers you don't like? How do you find common ground when there appears to be none? How do you start networking when you go to a business convention and you don't know anyone? These are just some of the difficult questions that you may face in your day-to-day work as a salesperson. In this course, you are going to discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.*

**Prerequisite:** None