



Certified Customer Service Professional (CCSP)

Item Number: CSP

Media: 6 Audio CDs

U.S. Price: \$1,220



International Customer Service Association Members – U.S. Price: \$995

"Empowerment through Education"

The complete CCSP program experience relies on your motivation for success. This rigorous yet rewarding series has been developed as a course of action for customer service specialists so you may become a more valuable part of the customer service industry. Upon completion of the program, you will receive the following benefits:

- Increased professional knowledge and effectiveness
- Acquisition of marketable skills
- Accumulation of 30 CEUs (Continuing Education Units)
- Personal satisfaction from completing a rigorous program
- A plaque inscribed with your name as a CCSP

The ICSA has created this credential to respond to the demand for educated, well-prepared employees in the customer service industry. Developed, administered, and approved by the ICSA, the foremost authority in the customer service field, this comprehensive course will give you the advanced expertise needed to prosper in today's marketplace.

Building Blocks of Success

The CCSP program is divided into six units pertaining to various aspects of service excellence. The series is preceded by a pre-test to measure initial competency and followed by a post-test to measure retained learning. Each unit blends theory with example, to maximize success through applied learning.

1. Introduction to Quality Customer Service
2. Best Practices in Quality Customer Service
3. Measuring Customer Satisfaction and Customer Service Performance
4. Technology Enablers for Quality Customer Service
5. Effective Management Skills for Quality Customer Service
6. Advanced Topics in Quality Customer Service

Each unit builds upon the last, giving you a higher level of understanding, more confidence, and an enhanced ability for success. You will experience better results in your career through the CCSP program.

ICSA Professional Certification Program (CCSP)

CCSP Learning Objectives:

- A. Define the parameters of customer service and the attitudes, knowledge, and skills needed to create and maintain a customer service orientation.
- B. Describe how a customer service focus is influenced by the organization's mission, vision, resource management, and services.
- C. Assess personal attitude, knowledge, and skills in relationship to quality customer service.
- D. Explain how to increase market share by a best practices methodology.
- E. Describe ways to measure and analyze customer satisfaction internally and externally.
- F. Identify technology available and the means to incorporate it into time and communication solutions.
- G. Develop management skills for influencing, correcting, and leading a customer-driven organization.
- H. Develop a personal plan for implementing customer service fundamentals in the workplace.

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