

# 1

## Customer Service Certificate of Excellence

**Learn winning customer interaction skills!**

As the first point of contact with customers, service representatives can influence customer perceptions and ensure their satisfaction and loyalty. Providing top-notch customer service begins with knowing your customers and effectively meeting their needs.

### This certificate includes:

- ✓ Minimum 48 hrs. of Training
- ✓ Six L&OD Courses
- ✓ Conflict Mode Assessment
- ✓ Chart Your Own Progress
- ✓ Completely Instructor-Led

**✓ CEUs: Up to 3\***

*\*CEU credits vary based on course selection.*

In this certificate program you will discover a number of compelling methods to bring out your best customer service skills and learn how to approach difficult customer situations.

### Why Should I Attend?

- ✓ Learn how to detect and defuse emotionally charged encounters with customers.
- ✓ Explore the impact of verbal and nonverbal communication.
- ✓ Demonstrate confidence and skill as a problem solver.
- ✓ Apply techniques to deal with difficult customers.

### Certificate Requirements:

#### #1: Register for and Complete Three Core Courses

1. Customer Service Excellence: Winning Clients & Influencing People
2. Communicating with Diplomacy & Tact Level 1
3. Conflict Resolution

#### #2: Register for and Complete Three Elective Courses *(See next page.)*

Please be advised that only full day (8 hour) courses qualify as electives for the certificate program.

# Chart Your Progress!

Customer service is vital to any organization's success. Are you someone who participates in delivering high levels of customer service? A professional development plan can help you reach new levels of providing superior customer service. Create your plan and chart your progress towards obtaining your Customer Service Certificate of Excellence.

## CORE COURSES (REQUIRED)

**Customer Service Excellence:**  Registered  Completed Date: \_\_\_\_\_

**Comm. w/ Diplomacy & Tact 1:**  Registered  Completed Date: \_\_\_\_\_

**Conflict Resolution:**  Registered  Completed Date: \_\_\_\_\_

## Recommended L&OD Electives\* (Choose Three)

*\*If you use any core course as an elective, you will not be able to earn the certificate where that core course is a requirement.*

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|--|--|
| <input type="checkbox"/> Communicating with Diplomacy & Tact 2** | <input type="checkbox"/> Project Management Level 2**                                      |
| <input type="checkbox"/> Critical Thinking Skills                | <input type="checkbox"/> Resilience  |
| <input type="checkbox"/> Crucial Conversations                   | <input type="checkbox"/> Feed Forward: Giving & Receiving Critical Performance Information |
| <input type="checkbox"/> Crucial Accountability                  | <input type="checkbox"/> High Performing Teams   |
| <input type="checkbox"/> Essential Presentation Skills           | <input type="checkbox"/> SAP Performance Management Best Practices (for DUHS only)         |
| <input type="checkbox"/> Fundamentals of Business Writing        | <input type="checkbox"/> Storytelling: Advanced Presentation Skills                        |
| <input type="checkbox"/> Managing Multiple Priorities            | <input type="checkbox"/> Situational Leadership II   |
| <input type="checkbox"/> Navigating Challenging Personalities    | <input type="checkbox"/> Transformational Leadership                                       |
| <input type="checkbox"/> Notary Public                           |  |
| <input type="checkbox"/> Project Management Level 1              |  |

**\*\*This course has a prerequisite requirement.**

Please refer to the course listing section.