



Consortium Training for Comprehensive CUSTOMER SERVICE CERTIFICATE PROGRAM

TAUGHT BY INDUSTRY EXPERTS IN CONVENIENT, COMPETENCY-BASED WORKSHOPS, this college-level program explores the growing field of customer service. Bolster your professional skill set and your ability to achieve personal success through highly interactive sessions that explore the latest best practices while providing practical experience that's applicable to the workplace. The program clearly defines the role and requirements to maximize performance and demonstrates how building a culture of exceptional customer service is critical to the productivity and profitability of an organization and its teams.

- learn the latest customer service techniques
- increase productivity, effectiveness, and professional value
- receive professional training from industry-experienced instructors
- acquire advanced professional skills applicable to a wide range of industry settings

This essential program consists of five eight-hour workshops. Training is scheduled to allow candidates time between sessions to apply learned skills before attending the next workshop, where questions and outcomes can be discussed.

WORKSHOPS

- Exceptional Customer Service
- Problem-Solving Techniques
- Effective Interactions
- Working with Teams
- Conflict Resolution Strategies

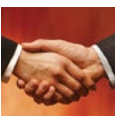
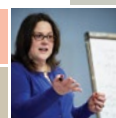
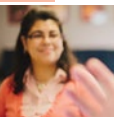
“The program dealt with rather universal information that could be applied to any workplace or situation.”

cbi center for
business + industry
Leadership & Executive Development

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northampton.edu/ldi



Workshop Descriptions

Exceptional Customer Service

Every interaction with a customer is a chance to provide exceptional customer service. When customers aren't satisfied with products or services, the costs to the organization are high. In this one-day interactive workshop, you'll explore strategies needed for customer service excellence, internally and externally. Emphasis is on identifying goals for your organization and job, how to defuse stressful interactions, and ways to provide the very best experience for every customer.

Problem-Solving Techniques

Solving a problem is a process: Define the issue, sort symptoms from causes, generate ideas, make sound decisions, implement the solution, and monitor outcomes to ensure success. This one-day workshop provides a critical-thinking framework to approach problems and decisions in systematic and creative ways. Learn when to solve a problem on your own or benefit from group problem-solving. In this interactive program, you will practice and identify practical ways to apply skills every day in the workplace.

Effective Interactions

In the workplace, effective interaction skills are critical to building strong relationships, engaging people, and solving problems. This one-day interactive workshop focuses on two core skills: listening and assertive communication. You will self-assess and practice skills, explore the power of listening effectively and being direct, and plan for productive ways to engage people and get results.

Working with Teams

In order to actively engage the talent of each individual in the workplace, teams are often formed to create a basic working unit. These collaborative environments require interaction, open communication, and the ability to function effectively as a member of a working group. This one-day program focuses on the roles and responsibilities of a team and its members, the actions of a successful unit, stages of team development, and strategies to effectively manage individual differences within the group.

Conflict Resolution Strategies

While workplace conflicts are often inevitable, this one-day, interactive workshop provides tools to identify needs in conflict situations, manage stress, and promote conflict resolution. The program focuses on how communication styles affect conflict, the benefits of conflict, and five conflict styles to solve problems. Explore your own preferred styles, practice how to use skills, and apply a conflict resolution model for your workplace.

FEE: \$259 per workshop

REGISTRATION: For your convenience, each workshop is listed separately in our registration database. Simply schedule as time permits and in the order you desire. After completing the five workshops, you will automatically receive your Customer Service program certificate.

TO ENROLL:

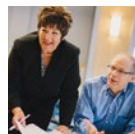
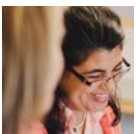
- » Log onto northampton.edu/lifelearn.
- » Select Center for Business & Industry.
- » Register for Leadership Management and Professional Development.
- » Select each workshop, as desired.

PURCHASING SEATS FOR OTHERS? If using a credit card, go to northampton.edu/lifelearn and choose Buy for Others. After completing the transaction, each participant will receive a "reservation ticket" allowing them to enroll in the seat purchased in their name.

PREFER TO BE INVOICED? To register as an affiliate organization and receive an invoice for payment, simply go to northampton.edu/lifelearn and choose Affiliates in the blue tool bar.

"I truly enjoyed the brainstorming and group sessions."

"Hearing others' real-life situations was extremely helpful."



One source. Countless solutions.

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