

Customer Service Certificate Program

Presented by NCC's Center for Business & Industry

Taught by industry experts in convenient, competency-based workshops, this 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.

This certificate program consists of five full day learning modules taught by industry experienced facilitators.

Customer Service Certificate Workshops

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

Designed for:

- Front line employees
- Those in a customer support role
- Individuals who would like to increase the effectiveness of their customer service and communication

Outcomes:

- Learn the latest customer service techniques
- Understand why building a culture of service is essential to success
- Exceed customer expectations while increasing your professional value



Registration

Each workshop is listed separately in our registration database so that you can schedule as time permits and at the pace you desire. After completing the five workshops, you will receive your Customer Service Certificate. Please visit northampton.edu/CBIWorkshops or scan the QR code to access the course catalog, view workshop descriptions and register.



Interested in on-site delivery, employee coaching or obtaining a comprehensive needs assessment for your organization? Please contact our Business Development Professional, Shelly Mule at smule@northampton.edu or 610-861-5064.