



Level I & Level II

Professional Designations CCSS[®] & CCSP[®]



DESIGNATIONS

The Certified Client Service Designation programs offer participants a robust and complete set of tools, techniques, and effective customer service skills required to succeed in today's demanding work environment. Focusing on key principles, **Level I and Level II** will equip participants with the skills required to become an expert in all aspects of customer service. Whether you work in private, public, or a not-for-profit organization you will take away up to date information needed to succeed in the work place.

Customer Service Professionals Network

CSPN helps individuals and organizations achieve their business goals and create the right customer experience through our customer-centered **consulting services**, professional development, **customized training solutions**, and a powerful, **expert network**.



CONSULTING



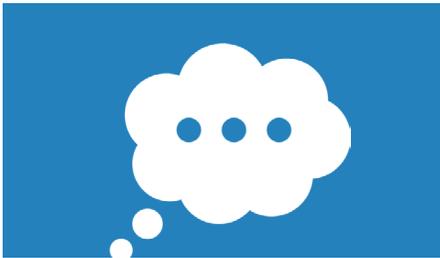
TRAINING



NETWORKING

Benefits of CCSS[®] & CCSP[®] Designation

- Recognition for achieving your designation
- Access to certified world-class presenters who are recognized for their delivery and expertise
- Cutting edge information, tools, techniques, and resources
- Ongoing networking events that support your profession



Who Should Enroll

- Managers
- Customer Service Representatives
- Inside Sales
- Supervisors
- Team Leaders
- Anyone who would like to learn more and join the Customer Service industry

Prior knowledge of Customer Service is an advantage but not essential.

All of our training programs are certified and accredited by **Canadian Council of Professional Certification (CCPC Global)** to ensure quality, content, and engaging delivery.

Overview of Designation Process

The objective of CSPN's designation process is to ensure that those Customer Service professionals who complete the accredited courses have the knowledge and skills to competently perform their function in the organization. The CSPN designation process has four components:



Membership
(Individual or Corporate)



Completion
of Accredited
Programs (3)



Exam at end of each
Accredited program
completion



Upholding of
designation

The accredited programs may be achieved in any sequence. Programs are available as public sessions and customized on-site training.

Completion of CSPN's designation process confers the right to use the title Certified Customer Service Specialist or Certified Customer Service Professional and right to use the initials CCSS® or CCSP® after one's name.

Retaining Your Designation

Continuing Professional Development (CPD) is an essential component of maintaining your designation. The objective of the CPD requirement is to ensure that members, who are in good standing and are certified by CSPN/CCPC Global participate in ongoing professional development activities to reinforce their existing skills, build new skills, and stay relevant in the customer service profession.

You are required to obtain the following hours of professional development activities every three-years:

- 15 hours for CCSS®
- 25 hours for CCSP®

Pre-Approved CPD Activities

Select CPD activities may be pre-approved by CSPN. Approved programs display the CSPN CPD seal and could include:

- Public and Private Seminars
- Workshops
- Conferences

Pre-approved programs and activities are provided with a CSPN ID number. Upon completion of the activity, participants are provided with this number and can track their activity in their CPD log.

Program Overview

Both programs offer the right blend of knowledge and skills to become an expert in all aspects of customer service. Level I focuses on the principal foundations for customer service excellence. Level II builds upon those foundations helping participants to hone their skills in building, managing, and leading teams, which can create customer loyalty and deliver positive service experiences.

Accredited Courses

Level 1 (CCSS®) Courses (1-Day)



Delivering Responsive Customer Service*

This program is ideal for anyone who deals with customers and wants to provide a more customized or personalized experience for them. The training will provide you with the skills to not only handle a customer's immediate requests, but also provide information and recommendations to build customer relationships by understanding their needs and engaging in value added conversations.



Managing Difficult Clients and Situations*

This program teaches you the skills and techniques to remain in control while you deal with difficult clients in various challenging situations. The program will lay out strategies for turning negative situations into opportunities for building lifelong relationships.



Service that Sells**

Selling is becoming an increasingly important part of the frontline customer service representatives' job, but few representatives have formal training. Our program helps Customer Service professionals develop the skills, knowledge, and motivation they need for cross-selling and up-selling and building strategic, consultative relationships.



Conflict Resolution**

Conflict Resolution is a skill that everyone requires, both in their professional and personal lives. Our program helps individuals manage conflict as it arises leading to mutual resolution, before the situation escalates.



Thriving Through Change and Transition**

Change, in any form can be very stressful. Our program helps leaders and individuals to manage change and the effects on themselves and their teams, helping them to thrive through transition effectively.

Additional Level 2 (CCSP®) Courses (2-Day)



Coaching for Performance*

This program will benefit Managers, Supervisors, Team Leaders, and others who want to become better coaches. Participants will learn how to analyze and adjust the way in which they communicate with their staff and how to help their agents fine-tune their performance to increase the satisfaction of agents and customers.



Leadership & Management*

Learn how to proactively manage and mentor your staff so they can become more effective and efficient. Our program will provide you with the resources, templates, and self-assessments to fully understand your leadership style and how to identify and collaborate with different styles.



Effective Facilitation**

This workshop will give you the tools to help you create and deliver engaging, compelling workshops. Participants will learn skills such as facilitating, needs analysis, understanding participant learning styles, and managing tough topics.



Train The Trainer**

For those preparing to be a professional trainer or someone who must deliver training as part of your job, Train the Trainer gives you the tools to create and deliver engaging, compelling workshops. Participants learn and practice the essential techniques for training adult learners.



Contact Centre Operations Management**

A contact centre is a vital part of today's successful businesses. Every one provides contacts through various media but there are very few organizations that operate a fully optimized contact centre. Contact centres are built on five pillars of 'Strategy', 'People', 'Process', 'Technology' and 'Facilities'.

* Required

** 1 of 3 Required Options

Detailed course descriptions and outlines, please visit www.myCSPN.com