Level I

Certified Client Service Specialist (CCSS©) Designation

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.

Benefits of CCSS©

- Recognition for achieving your designation as a Certified Client Service Specialist (CCSS©)
- 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
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 onsite training.

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

Retaining Your CCSS© 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 15 hours of professional development activities every three-years.

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.
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Elevate the experience.
Services that take you further.

Program Overview

This three-course program offers the right blend of knowledge and skills to become an expert in all aspects of customer service delivery - everything from service professionalism, to sales and handling difficult clients and situations. Upon completion of the program, participants will feel confident in creating memorable experiences that drive customer loyalty and foster customer centric organizations.

Accredited Courses (3-Days Total)

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. (1-Full Day)

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. (1-Full Day)

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. (1-Full Day)

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. (1-Full Day)

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. (1-Full Day)

* Required
** 1 of 3 Required Options

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