Customer Service
Online Learning Certificate Program Course List

This program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented NYS employees. Participants are required to successfully complete all 13 of the following courses and achieve a passing grade of 70% or higher in each course. ***We recommend you complete the courses in the order they appear below.***

1. ## Communicating Effectively with Customers (0.5 Hours)

   Effectively communicating with customers is essential to the success of any customer-oriented business. Adapting to the different communication styles and emotions of customers will help you build customer relationships through better customer conversations. Improving conversations with customers enables an efficient, high-quality client service (CS). This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting a support center. It also explains how to adapt your writing skills to communicate through e-mail and to document incidents.

2. ## Controlling Conflict, Stress, and Time in a Customer Service Environment (0.5 Hours)

   Working at a customer support center or help desk environment can be challenging. Customers can sometimes be demanding and unreasonable, leading to conflict and stress. The customer service representative (CSR) who aims for service excellence can improve customer relationships by understanding the emotional needs of each customer and adapting to how they communicate. In this course, you'll learn how to identify and resolve conflict, negotiate with customers, and develop strategies to better manage time and stress, and you'll explore how a positive approach and attitude can benefit client service (CS).

3. ## Dealing with Customer Service Incidents and Complaints (0.5 Hours)

   Failing to realize the importance of customer service and effective complaint handling leads to increasingly dissatisfied customers. Organizations must be able to address the needs of customers in an effective manner to succeed. This course is intended to show the proper procedures and processes needed to provide an efficient client service (CS). It covers how to improve customer relationships to reduce conflict and enable service excellence. You'll also learn how to provide accurate documentation for incident reporting.

4. ## Polishing Your Skills for Excellent Customer Service (0.4 Hours)

   As a customer service representative (CSR), creating a support culture that focuses on your customers' needs is key. In this course, you'll learn how to enhance your interactions with customers to project service excellence. You'll explore how to

establish effective customer relationships that involve customers in problem-solving. Finally, you'll discover how to improve communication for better client service (CS) in a cross-cultural customer support center or help desk environment.

5. Rapport Building in Customer Service (0.5 Hours)

    Strong customer relationships are key to projecting service excellence. Building rapport is essential and requires knowing your customers, understanding their situations, and providing an empathetic ear for them to voice their concerns. In this course, you'll learn how to improve client service (CS) by building rapport with customers. It covers paying close attention to customer needs, connecting with the customer, and being positive. You'll also learn how to empathize with customers by relating your own experiences, reflecting their emotions back to them, and normalizing their difficulties.

6. Providing On-Site Customer Service (0.5 Hours)

    When you meet customers on their turf, your initial meeting forms the basis of their overall impression of you, your abilities, and your company. You can enhance customer relationships by improving the impressions you make in the field using a few tried-and-true techniques. In this course, you'll learn about guidelines and techniques for each stage of an on-site client service (CS) visit: preparation, arrival, service, wrap-up, and follow-up. You'll also learn how to project service excellence by making a good impression in the field through starting on a positive note, setting clear expectations, listening actively, and working to improve customer understanding.

7. Providing Telephone Customer Service (0.5 Hours)

    When you're providing customer service over the phone, without face-to-face interaction, it can be challenging to establish the right customer relationships. There are many techniques that can help you consistently deliver service excellence over the telephone. In this course, you'll learn basic etiquette tips for answering, managing, and ending client service (CS) calls. You'll also learn how to make a good impression by listening, using questions to probe for more information, minding your tone, and empathizing with the customer. Finally, you'll learn ways of reflecting or adapting to your customer's style.

8. Providing Effective Internal Customer Service (0.5 Hours)

    When you do things to help other people within your company do their jobs better, you are providing internal customer service. The quality of that service often has a huge impact on the overall quality of client service (CS) delivered to external customers. In this course, you'll learn about types of internal customers and how to identify internal customer relationships. You'll also learn about the importance of getting to know your internal customers, identifying their expectations of you, and taking action on those expectations. Finally, you'll learn guidelines for providing internal customer service excellence.

9. Facing Confrontation in Customer Service (0.4 Hours)

Achieving service excellence is very challenging when dealing with angry customers. By following a few simple techniques to avoid confrontation, you can manage difficult customer relationships and project a high-quality client service (CS). In this course, you'll learn about typical trouble spots in dealing with angry customers and guidelines for avoiding conflict. You'll also learn how to handle a customer complaint by defusing the tension, investigating the problem, and coming to an agreement on a solution.

10. Using Active Listening in Workplace Situations (0.9 Hours)

Active listening skills are used by professionals in a wide range of occupations to enhance their work. In this course, you'll learn listening skills that can help in the workplace and techniques for becoming an effective active listener.

11. Listening Even When It's Difficult to Listen (0.5 Hours)

Successful people are generally excellent listeners. They're able to give others their full attention so that they can understand their needs and ask the right questions, even in difficult or stressful situations. They can also use their listening skills effectively to communicate their own goals and to build strong relationships with others. In this course, you'll learn common misconceptions about listening, how to hone your listening skills, and what to do when you encounter roadblocks to actively listening. You'll also learn how being receptive to what others are saying can go a long way to breaking down the barriers to clear communication.

12. Navigating Challenging Situations with Diplomacy and Tact (0.5 Hours)

You'll likely face unpleasant situations or tasks at some point in your career. Communicating with diplomacy and tact in these situations can inspire confidence. In this course, you'll learn to navigate difficult conversations and situations. You'll also learn how to communicate a difficult message effectively, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers.

13. Using Communication Strategies to Bridge Cultural Divides (0.5 Hours)

It takes time to build working relationships with people from other cultures, but it only takes a second to alienate them by inappropriately crossing cultural boundaries. That's why building relationships across cultures is so important in the current global business context, where you have to share objectives and working space with people with diverse cultural backgrounds. In this course, you will learn about dealing effectively with cultural diversity to improve cross cultural communication and build rapport. You'll also learn about the misunderstandings and behaviors related to a culture that can hinder good communication and ways to overcome them. Finally, you'll learn strategies for giving effective presentations to people from low- and high context cultures.

Foundational Competencies

Workplace development competencies are job-based skills employees need to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies

by visiting the Workforce Development Competencies page at
https://nyscseapartnership.org/workforce-development-competencies.

This certificate assists you in developing competency in *Interpersonal and Customer Relations.*