

Customer Service Certificate Program (Self-Paced)

Strengthen your customer service capabilities with a certificate designed to build core communication, conflict-resolution, and service-excellence skills. Participants learn practical techniques to handle customer needs confidently and deliver high-quality service in any environment.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: <https://www.graduateschool.edu/certificates/customer-service-certificate-self-paced>



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Course Outline

This package includes these courses

- Communicating for Results Course (Self-Paced) (12 Hours)
- Constructive Conflict Resolution Course (Self-Paced) (12 Hours)
- Positive Approaches to Difficult People Course (Self-Paced) (12 Hours)
- Customer Service Excellence Course (Self-Paced) (12 Hours)
- Effective Communication with Customers Course (Self-Paced) (12 Hours)

Communicating for Results Course (Self-Paced)

- Identify and use the elements in the communication process for understanding and action.
- Speak in clear statements with specific meaning.
- Recognize and interpret verbal and nonverbal feedback.
- Listen for intent and meaning in the message.
- Understand the difference between assertive, nonassertive, and aggressive behavior.
- State needs assertively.
- Discuss problems and challenges with coworkers and supervisors in a positive manner.

Constructive Conflict Resolution Course (Self-Paced)

- Recognize attitudes and behaviors that create conflict.
- Analyze conflict situations and select appropriate strategies to resolve the differences.
- Resolve conflict with constructive confrontation and resolution skills.
- Anticipate and prevent conflict.

- Create conditions that encourage cooperation.

Positive Approaches to Difficult People Course (Self-Paced)

- Deal effectively with criticism.
- Recognize conflict-inducing behaviors.
- Analyze your assertive responses.
- Use a six-step technique to develop assertive responses.
- Identify the eight types of difficult people.
- Identify the four quadrants that encompass the eight types of difficult people.
- Identify the strengths and weaknesses of each quadrant.
- Identify positive strategies for dealing with people.

Customer Service Excellence Course (Self-Paced)

- Understand customer service and service excellence.
- Know the basics of service excellence.
- Explain why customer service is important to you, your organization, and your customers.

Effective Communication with Customers Course (Self-Paced)

- Explain the relationships between effective communication and quality service.
- Apply effective listening skills to your interactions with customers.
- Apply effective communication skills to your interactions with customers.
- Identify effective responses to difficult situations.
- Handle requests, problems, and complaints in a professional manner.