

Unique Benefits and Features:

Comprehensive:

Everything you need to know about delivering customer-focused service is contained in 8 narrated and detailed course modules. Whether you serve customers directly or support those who do, this program is a must. More details about each module are provided below.

Current:

All the information, concepts, actions steps and approaches contained in this program are based on recent research and best practices.

Practical & Tangible:

This program is not theoretical. We explore the practical application of best practices, concepts and strategies in a straight forward and tangible way so you can apply what you learn immediately. Throughout the program you build a personal action plan for how you will apply everything covered in this program.

Interactive & Engaging:

This program is brimming with stories, examples, tips, tools and video excerpts for you to discover and each course module includes interactive quizzes to test your understanding. We also provide a 42 page study guide to help you maximize your learning experience.

Proven:

This program is based on our highly successful and effective classroom training program Customers Forever. In fact we include video clips from this program where we present many of the customer focus concepts before a live audience.

Certified:

Upon successful completion of this certification program you will receive a certificate of completion and certification as a Certified Customer Experience Professional. This certification is provided by The Training Bank and the Customer Service Institute of America.

Convenient:

You can complete this entire program in the comfort of your home or office. You have access to the program for a full 60 days so you can take your time and even revisit the content after you have completed the program for a quick refresher.

Cost Effective:

This unique online program takes from 6 to 7 hours to complete and is the equivalent of two days of training in the classroom. In the past this type of training was something only larger organizations could afford. Now so can you. This is a tremendous value for the price.