BLACKBIRD FOR TRAINING

Certified Customer Service Professional (CCSP) Training

2027 □□□□□□ 29 – 25
Malaga (Spain)



Certified Customer Service Professional (CCSP) Training

Ref: 20221115_142936 Duration: Malaga (Spain) Fees: 5200 GBP

Why This Course

Exceptional customer service is a critical driver of loyalty, satisfaction, and business success. This intensive 1-week Certified Customer Service Professional CCSP program equips participants with the skills, knowledge, and confidence to excel in customer-facing roles. Through a combination of theory, practical exercises, and real-world scenarios, attendees will learn to deliver outstanding customer experiences, manage challenging interactions, and leverage modern service technologies effectively.

What You'll Learn and Practice

By attending this course, you will be able to:

- Apply core customer service principles and best practices in diverse situations.
- Communicate effectively with customers across multiple channels.
- Handle difficult interactions and resolve conflicts with confidence.
- Use emotional intelligence to enhance customer engagement.
- Leverage customer service tools, software, and social media to improve service delivery.
- Prepare thoroughly for the CCSP certification exam.

The Program Flow

Day 1: Foundations of Customer Service Excellence

- Introduction to customer service principles
- Understanding customer expectations and perceptions
- Developing a customer-focused mindset
- Building rapport and trust with clients

Day 2: Effective Communication in Customer Service

- Active listening and questioning techniques
- Verbal and non-verbal communication skills
- Writing professional emails and messages
- Adapting communication styles to different customer profiles



Day 3: Handling Challenging Customer Situations

- De-escalation techniques for difficult customers
- Problem-solving and decision-making in service scenarios
- Turning complaints into opportunities
- Managing and exceeding customer expectations

Day 4: Emotional Intelligence and Customer Service Technology

- Developing emotional intelligence for effective interactions
- Empathy and its role in customer satisfaction
- Overview of customer service software and digital tools
- Leveraging social media to enhance support and engagement

Day 5: Service Recovery and Certification Preparation

- Service recovery strategies and best practices
- Measuring and improving customer satisfaction
- CCSP certification exam preparation
- Course review and practice scenarios

Individual Impact

Participants will leave this program with:

- Enhanced ability to manage difficult customer interactions confidently.
- Strong communication skills adaptable to various channels and audiences.
- Practical knowledge of customer service technologies and tools.
- Preparation to successfully obtain CCSP certification and advance their career.

Organizational Impact

Organizations will benefit from:

- Improved customer satisfaction and loyalty across service touchpoints.
- Teams capable of resolving conflicts and handling challenges effectively.
- Better utilization of customer service technologies and digital platforms.
- Staff equipped to implement best practices and continuous improvement strategies.



Training Methodology

- Interactive lectures and scenario-based exercises
- Hands-on workshops and group activities
- Case studies reflecting real customer service challenges
- Practical application of communication, conflict resolution, and technology strategies

Beyond the Course

By the end of this 1-week program, participants will be ready to:

- Deliver exceptional customer experiences across multiple channels.
- Implement service recovery strategies to enhance customer satisfaction.
- Apply emotional intelligence and communication techniques effectively.
- Leverage technology and tools to optimize customer service operations.

