

Certified Customer Service Leader (CCSL) Program

Customer Service Institute of Australia



Lead a way to a better customer experience

The CCSL program is about equipping customer service leaders with practical tools and techniques to inspire and motivate their teams to deliver great customer experiences.

Learning Outcomes

After completion of this workshop, participants will understand:

- The importance of creating great a customer experience in the context of their role and organisation
- The resistance of team members in relation to taking ownership
- The tools and techniques to deal with resistance from team members
- The dos and don'ts of good customer service behaviour and how to identify these behaviours in themselves and others
- How to inspire, motivate and coach other team members toward delivering great customer experience
- Have made a personal commitment to unlock a customer-focused mindset in themselves and others

Who is this program for?

This program is designed for team leaders, supervisors or customer service managers who are responsible for the customer service performance of others.

Full day training program

Date	Wednesday, 23 October 2019
Delivery	Classroom – Face to face
Location	Melbourne CBD
Group Size	15 – 20 participants
Duration	9am – 5pm
Price	CSIA Member \$745 (excl. GST) Non-member \$895
	Includes morning tea, lunch and afternoon tea
Facilitator	Monique Richardson

[Book now](#)

Key Topics

- Creating a customer focus
- The role of a leader in creating a service culture
- Managing resistance to change
- Coaching for customer-focused behaviour

Discounts are available for bookings of three or more people. For further information, call **1300 912 700** or email info@csia.com.au