

# Certified Customer Service Leader (CCSL) Program

Customer Service Institute of Australia



## Full day training program

<b>Date</b>	Wednesday, 9 October 2019	
<b>Delivery</b>	Classroom – Face to face	
<b>Location</b>	Christie Spaces Room P, Level 2 320 Adelaide Street Brisbane QLD 4000	
<b>Group Size</b>	15 – 20 participants	
<b>Duration</b>	9am – 5pm	
<b>Price</b>	CSIA Member	\$745
(excl. GST)	Non-member	\$895
	Includes morning tea, lunch and afternoon tea	
<b>Facilitator</b>	Monique Richardson	

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## 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 learn:

- The importance of creating a great 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 do's 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
- The steps 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.

### Key Topics

- Creating a customer focus
- Leader's role in creating a service culture
- Managing resistance to change
- Coaching for customer-focused behaviour

CSIA Member rate open to all Christie Spaces members and staff. Discounts are available for bookings of three or more people.

For further information, call **1300 912 700** or email [info@csia.com.au](mailto:info@csia.com.au)