

Ohlone-Newark Corporate Learning Institute

Customer Service Academy

Developed by the Workplace Learning Resources Center, the CSA is designed to train employees in the critical skills needed for your business' success. Through practical, hands-on training by certified CSA trainers, the program delivers quality, energetic training that provides employees with the skills needed to work effectively and to enhance the overall quality of customer service. This program provides an excellent and affordable training resource for private businesses as well as public sector service providers.

Completers of the seven course academy will be awarded with a CSA Certificate verifying professional development in customer service training.

CSA/0100 Building Customer Relations

This course is designed to provide participants with key skills and attitudes in order to effectively meet the needs of customers. The participant will be introduced to the concept of internal and external customers, customer satisfaction and customer retention. Topics will also include communicating with customers, developing a positive attitude and, handling complaints and sales skills.

CSA/0110 Creating Positive Attitudes

This course is designed to explore common attitude types in the workplace and provide effective tools to help create positive and friendly work atmospheres. Additionally it will provide participants with key skills in the area of attitude so that they may effectively maintain a positive attitude at the workplace and at home. The participant will be introduced to the concepts of how attitudes are communicated, the three types of attitudes and how to adjust one's attitude. Topics will also include the primary causes of a bad attitude, turnaround strategies to battle them, and specific techniques to raise the attitude of others.

CSA/0120 Communicating with Confidence

This course is designed to introduce participants to key elements in communication. Topics will include verbal and nonverbal communication as well as listening skills. Emphasis will be placed on communication within business organizations and how to effectively communicate with internal and external customers in effort to maintain and increase client satisfaction.

CSA/0130 Ethics and Values

This course is designed to introduce participants to the importance of ethics and values in the workplace. Emphasis will be placed on how values influence actions, developing a personal ethical philosophy, and helping others to do the right thing.

CSA/0140 Responding to Conflict

This course is designed to introduce participants to the meaning of conflict, the causes of conflict and strategies for resolving interpersonal conflict. Emphasis will be placed on appreciating differences and. The workshop will introduce effective conflict handling models that focus on how to deal with difficult people and how to bring out the best in others.

CSA/0150 Stress Management

This course is designed to acquaint participants with key elements of stress management. Topics will include the recognition of stress, causes of stress, and the benefits of stress management. Emphasis will be placed on a multitude of ways to handle stress in order to have a more productive professional and private life.

CSA/155 Stress & Time Management

This course is designed to introduce participants to the elements of stress and time management. Participants will explore sources of stress and identify the impact of stress and its costs in the workplace. Additionally, participants will learn methods to help eliminate common time wasting activities at work that include untimely interruptions.

CSA/0160 Time Management

This course is designed to introduce the participant to time management principles and specific tools that assist in making use of time. Emphasis will be placed on how to prioritize, identifying time wasting activities and routines, delegation, prioritization, and goal setting.

CSA/0170 Building, Inspiring, & Energizing Teams

This course is designed to provide the

participant with an understanding of how teams work together, common problems teams encounter and how to solve them. Participants will learn to recognize various team roles as well as gain exposure to the stages of team growth. Tips and techniques to enhance team performance will leave participants charged and ready to move forward.

CSA/0180 Managing Organizational Change

This course is designed to provide participants with an understanding of change and the influence it has on an organization and the individuals in that organization. Topics will include understanding organizational change, stages of change, how to survive during organizational change, and how to work effectively with clients and peers during organizational change.

CSA/0190 Effective Decision Making & Problem Solving

This course is designed to introduce participants to the steps behind making good decisions and the process of effective problem solving. Emphasis will be placed on customer service oriented problem solving techniques beginning with information gathering, weighing options, consultation/collaboration, and conclude with selecting the solution that best fits the problem that was presented.

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