

# **Certified Customer Service Professional (CCSP) Training**

Marketing, Sales, Customer Service  
Malaga (Spain)  
20 - 24 Oct 2025

UK Traininig

# **PARTNER**



## Certified Customer Service Professional (CCSP) Training

**Ref:** 321715\_144736 **Date:** 20 - 24 Oct 2025 **Location:** Malaga (Spain) **Fees:** 4400 **Euro**

### Course Description

This intensive 5-day Certified Customer Service Professional CCSP course is designed to equip participants with the essential skills and knowledge needed to excel in customer service roles. Through a combination of theoretical concepts and practical applications, attendees will learn to deliver exceptional customer experiences, handle challenging situations, and drive customer satisfaction and loyalty.

### Learning Objectives

- Develop a deep understanding of customer service principles and best practices
- Master effective communication techniques for various customer interactions
- Learn strategies for handling difficult customers and resolving conflicts
- Understand the role of emotional intelligence in customer service
- Gain proficiency in using customer service technologies and tools
- Prepare for the CCSP certification exam

### Course Modules

#### Day 1: Foundations of Customer Service Excellence

- Introduction to customer service principles
- Understanding customer expectations and perceptions
- The customer service mindset
- Building rapport and trust with customers

#### Day 2: Effective Communication in Customer Service

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

#### Day 3: Handling Challenging Customer Situations

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

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The text 'UK Training PARTNER' is overlaid on the image.

UK Training  
**PARTNER**

## **Day 4: Emotional Intelligence and Customer Service Technology**

- Developing emotional intelligence for customer interactions
- Empathy and its role in customer service
- Overview of customer service software and tools
- Leveraging social media for customer support

## **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

## **Practical Wins for Participants**

- Improved ability to handle difficult customer interactions confidently
- Enhanced communication skills applicable across various channels
- Increased knowledge of customer service technologies and their applications
- Preparation for the CCSP certification exam to advance your career

A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a silver knight nearby. The board has a checkered pattern, and there are concentric circles in the background.

UK Training  
**PARTNER**

## Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training  
**PARTNER**



## Blackbird Training Category



Human Resource



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



## Blackbird training Clients



MANNAI Trading  
Company WLL,  
Qatar



Alumina Corporation  
Guinea



Booking.com  
Netherlands



Oxfam GB International  
Organization,  
Yemen



Capital Markets  
Authority,  
Kuwait



Waltersmith Petroman Oil Limited  
Nigeria



Qatar National Bank  
(QNB),  
Qatar



Qatar Foundation,  
Qatar



AFRICAN UNION ADVISORY  
BOARD ON CORRUPTION,  
Tanzania



KFAS  
Kuwait



Reserve Bank of  
Malawi,  
Malawi



Central Bank of Nigeria  
Nigeria



Ministry of Interior  
Kingdom of Saudi Arabia  
KSA



Mabruk Oil Company  
Libya



Saudi Electricity  
Company,  
KSA



BADAN PENGELOLA  
KEUANGAN Haji,  
Indonesia



NATO  
Italy



ENI CORPORATE  
UNIVERSITY,  
Italy



Gulf Bank  
Kuwait



General Organization for  
Social Insurance  
KSA



Defence Space Administration  
Nigeria



National Industries  
Group (Holding),  
Kuwait



Hamad Medical  
Corporation,  
Qatar



USAID  
Pakistan



STC Solutions,  
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS  
UN.



Authority for

UK Training  
**PARTNER**



**LONDON TRAINING PROVIDER**



[www.blackbird-training.com](http://www.blackbird-training.com)



[training@blackbird-training.com](mailto:training@blackbird-training.com)



+44 7480 775526 / +44 7401 177335