

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

30 November – 4 December 2026  
Vienna (Austria)

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## Certified Customer Service Professional (CCSP) Training

**Ref:** 321715\_168585 **Date:** 30 November – 4 December 2026 **Location:** Vienna (Austria) **Fees:** 5200 GBP

### Why This Course

Exceptional customer service is a critical driver of loyalty, satisfaction, and business success. This intensive 5-day 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

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### **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.

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A graphic illustration of a chessboard with several chess pieces. In the foreground, a large gold king piece stands prominently. Behind it, a silver pawn and a silver knight are visible. The board is checkered, and there are concentric circles in the background, suggesting a strategic or competitive theme.

## 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 5-day 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.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

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