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* Foundations of Customer Service
* Drivers of Human Behavior
* Planning
* Effective Communication Strategies
* Effective Teaming
* Effective Coaching
* Managing Change
* Critical Thinking & Problem Solving
* Measuring Customer Satisfaction
* Sexual Harassment
* Business Ethics
* 16-hour Course

**March 25 – 28, 2024**

Monday – Thursday

5:30 pm – 8:30 pm

CTC Training Center

5330 Transport Blvd.

Columbus, GA 31907

**COURSE CONTENT INCLUDES:**

**Certified Customer Service Professional (CCSP)**

**This program is designed for management level professional, including supervisors, managers, and directors. Program focuses on not only customer interactions and the foundations of service, but also other pertinent topics such as planning, coaching teaming, and HR practices.**



**$199/person**

**(Course only)**

**$439/person**

**(Course + National Exam) Provided**

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For more information or to register,

call Deana Beauford at **706-649-1454**

or email [**dbeauford@columbustech.edu**](mailto:dbeauford@columbustech.edu)