



Contact Centre Support Professionals Limited

7 Ikorodu Road, Maryland, Lagos, Nigeria

We Train- We Recruit- We Outsource

2015 CORPORATE TRAINING CALENDAR

CORPORATE CLIENT-SITE DELIVERY PROGRAMS

COURSE	DURATION	FEE(NGN)
1. Essential Skills for Customer Service Excellence	2 days	85,000
2. Essentials Skills for Call Centre Professionals	2 days	75,000
3. Emotional Intelligence & Persuasion Skills	2 days	85,000
4. Professional Communication Diction & Elocution skills	2 days	55,000
5. Social Media Customer Experience Management	2 days	55,000
6. Key Account Management Training	2 days	125000
7. Customer Service Leadership Development program	3 days	145000
8. Telemarketing Skills for Frontline Professionals	2 days	75,000
9. Advanced Customer Service professional Master Class	2 days	125,000
10. Essential Skills for Sales and Marketing Professionals	2 Days	80,000
11. Microsoft Office Excel (basic Excel /Advance Excel)	2Days	70,000

Certifications in partnership with UK Awards for Training & Higher Education

12. UK Level 6 Certificate in Human Resource Management	(3 Days x 2 parts)	# 125000/Session
13. UK Level 6 Certificate in Project Management	(3 Days x 2 parts)	# 125000/Session
14. UK Level6 Certificate in Leadership & Management	(3 Days x 2 parts)	# 125000/Session
15. UK Level 6 Certificate in Strategic Marketing	(3 Days x 2 parts)	# 125000/Session
16. UK Level 6 Certificate in Personal Effectiveness	(3 Days x 2 parts)	# 125000/Session
17. UK Diploma in Business Administration and Management	(2years program)	on request

Certifications In partnership with Service Quality Institute USA.

18. Certified Customer Service Managers	4 Days: 9: am-5pm	#125000
19. Certified Service Delivery Professional (CSDP)	6 Days: 9: am-5pm	# 95000
20. Certified Customer Service Professional (CSSP)	4 Days: 9: am-5pm	# 95000
21. Managing Irrate Customers	2 Days: 9: am-5pm	#75000
22. Loyal for Life (Win Them, Retain them)	2 Days: 9: am-5pm	#45000
23. Remember Me (First Impression)	1 Day: 9: am-5pm	#45000
24. Speed of Service Delivery	2 Days: 9: am-5pm	#45000
25. Feelings for Professionals (Emotional Service)	2 Days: 9: am-5pm	# 45000
26. Empowerment a way of Life	2 Days: 9: am-5pm	#45000

Int. Partners: **athe** AWARDS FOR TRAINING AND HIGHER EDUCATION

