



Contact Centre Support Professionals Limited

7 Ikorodu Road, Maryland, Lagos, Nigeria

We Train- We Recruit- We Outsource

CORPORATE TRAINING CALENDAR

CORPORATE CLIENT-SITE DELIVERY PROGRAMS

S/N	Course	Duration	Who Attends
1	Essential Skills for Customer Service Excellence	2days	Frontline Agents/Reps
2	Ignite a wow Service Culture (organization wide training	2days	Organization Wide
3	Essentials Skills for Call Centre Professionals	2days	Call Centre Agents/Reps
4	Emotional Intelligence & Persuasion Skills	2days	All Employees
5	Professional Communication Diction & Elocution skills	2days	All Frontline service, sales & contact agents
6	Social Media Customer Experience Management	2days	All Frontline service, sales & contact agents
7	Key Account Management Training	2days	Key account managers/advanced service Professionals
8	Customer Service Leadership Development program	3days	Supervisors and Team lead, Mgt
9	Telemarketing Skills for Frontline Professionals	2days	Frontline Agents/Rep
10	Advanced Customer Service professional Master Class	2days	Team leads, Supervisors
11	Essential Skills for Sales and Marketing Professionals	2days	Sales and Marketing Agents
12	Microsoft Office Excel (basic Excel /Advance Excel)	2days	All employees
S/N	Certifications in Partnership with UK Awards for Training and Higher Education	Duration	Who Attends
1	ATHE Level 6 Certificate in Human Resources Management	3days	Human resource Professionals
2	ATHE Level 6 Certificate in Project Management	3days	Team leaders, Mgers & supervisors
3	ATHE Level 6 Certificate in Leadership & Management	3days	Team leaders, Mgers & supervisors
4	ATHE UK Level 6 Certificate in Strategic Marketing	3days	Marketing professionals & Exec
5	ATHE UK Level 6 Certificate in Personal Effectiveness	3days	All Employees
S/N	Certifications In partnership with Service Quality Institute USA.	Duration	Who Attends
1	Certified Customer Service Managers	4 Days	Supervisors, and Managers
2	Certified Service Delivery Professional (CSDP)	6 Days	Frontline Agents/Rep
3	Managing Irate Customers	2 Days	Frontline Agents/Rep
4	Loyal for Life (Win Them, Retain them)	2 Days	Supervisors, and Managers
5	Remember Me (First Impression)	1 Day	Frontline Agents/Rep
6	Speed of Service Delivery	2 Days	Frontline Agents/Rep
7	Feelings for Professionals (Emotional Service)	2 Days	Supervisors, and Managers
8	Empowerment a way of Life	2 Days	Frontline Agents/Rep
9	2years Customer Service Culture Plan (Request a proposals)		Frontline Agents/Rep