

<b>Title</b>	<b>Award in Identifying and Improving My Customer Service Roles</b>		
<b>Target Audience</b>	Individuals, Job seekers and Employees	<b>Length of Study</b>	56 GLH
<b>Topic Summary</b>	This program uses a customer service solution that investigates the likelihood candidates may exhibit certain types of service related behaviours. It can be used to identify potential gaps in performance and structure personal development in order to improve performance in customer service roles. The service domains used in this solution were developed to reflect the most important predictors of success in customer service roles. The service domains are presented as six competencies that are typical to general customer service roles.		
<b>Learning Outcomes &amp; Assessment Criteria</b>	<p><b>Learning Outcome – 1</b></p> <ul style="list-style-type: none"> <li>✓ Understand the customer service process.</li> </ul> <p><b>Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>➤ Understand the customer service process.</li> <li>➤ Understand own competency level against the customer service process.</li> <li>➤ Understand own potential strengths and areas of potential risk within the customer service process.</li> </ul>	<p><b>Learning Outcome – 2</b></p> <ul style="list-style-type: none"> <li>✓ Develop self-development plan to improve customer service roles.</li> </ul> <p><b>Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>➤ Comprehend more detailed information regarding own performance on each of the customer service process dimensions.</li> <li>➤ Create a development plan to improve the behaviors/dimensions of the customer service process.</li> </ul>	<p><b>Learning Outcome – 3</b></p> <ul style="list-style-type: none"> <li>✓ Understand customer service culture fit</li> </ul> <p><b>Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>➤ Understand self-fit to different types of roles or work environments to work under certain workplace conditions.</li> <li>➤ Determine the types of motivators and environments that stimulate the candidate and can help him/her perform at his/her best.</li> </ul>
<b>Delivery Style</b>	Coaching, practice, in-class attendance, theory presentation, Instructor-led Training.		