

<b>Title</b>	<b>Certificate in Customer Service Roles</b>		
<b>Target Audience</b>	<b>Individuals, Job seekers, Employees</b>	<b>Length of Study</b>	<b>112 GLH</b>
<b>Topic Summary</b>	<p>1) Organisations use competencies and competency frameworks to identify, develop and reinforce certain types of behaviours that are required to achieve organisational success. Today almost all the Fortune corporations have integrated the concept of competencies in all critical areas of human resources management. This training programme aids organisations and employees to identify and develop competency related behaviours and customer service roles.</p> <p>2) 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.</p>		
<b>Part 1 – Identifying my Development Needs:</b>		<b>Part 2 – Identifying and Improving my Customer Service Roles</b>	
<b>Learning Outcome – 1</b> Understand the concept of competencies and behavioural dimensions in critical areas of human resources development.	<b>Assessment Criteria</b> <ul style="list-style-type: none"> <li>➤ Understand the nine universal behaviours/dimensions and their importance for any organization.</li> <li>➤ Understand the competencies within each of the nine universal behaviours/dimensions.</li> </ul>	<b>Learning Outcome – 1</b> Understand the customer service process.	<b>Assessment Criteria</b> <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>
<b>Learning Outcome – 2</b> Explore self profile against the nine universal behaviours/dimensions.	<b>Assessment Criteria</b> <ul style="list-style-type: none"> <li>➤ Understand self-profile in each competency within each of the nine universal behaviours/dimensions.</li> <li>➤ Discuss development recommendations in each competency within each of the nine universal behaviours/dimensions.</li> </ul>	<b>Learning Outcome – 2</b> Develop self-development plan to improve customer service roles.	<b>Assessment Criteria</b> <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>
<b>Learning Outcome – 3</b> Explore own potential strengths and potential areas for development.	<b>Assessment Criteria</b> <ul style="list-style-type: none"> <li>➤ Explore own potential strengths</li> <li>➤ Explore own potential areas for development.</li> </ul>	<b>Learning Outcome – 3</b> Understand customer service culture fit.	<b>Assessment Criteria</b> <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>Learning Outcome – 4</b> Explore and address possible development needs.	<b>Assessment Criteria</b> <ul style="list-style-type: none"> <li>➤ Focus on the dimensions identified for development from the profile.</li> <li>➤ Use the development recommendations to help determine which development activities to pursue.</li> <li>➤ Define how to monitor and evaluate progress.</li> </ul>		
<b>Delivery Style</b>	Coaching, practice, In-class attendance, Theory presentation, Instructor-led Training.		