

Navigating Customer Service Challenges Certificate Program

An online blended learning program for CSEA-represented NYS employees



Application Period: May 4, 2018 - June 4, 2018

Certificate Duration: June 4, 2018 - June 29, 2018

Take the Challenge

The NYS & CSEA Partnership invites you to take advantage of an exciting career development opportunity that fits into your busy schedule.

The **Navigating Customer Service Challenges Certificate Program** is an engaging four-week learning opportunity for employees who wish to enhance their customer service skills in an accelerated format and earn a certificate for that acquired knowledge.

NYS & CSEA Partnership
for Education and Training

www.nyscseapartnership.org



Navigating Customer Service Challenges Certificate Program

- A four-week (2 hours per week) blended learning program that helps employees acquire techniques and skills to more effectively handle difficult customers
- Supervisory approval is required to participate in this program
- For technical support and questions, contact the Partnership at: (518) 486-7814 or (800) 253-4332 or email: OnlineLearningHelp@nyscseapartnership.org

Take 3 live webinar courses

Read 3 web articles and 1 job aid

Take 3 self-paced online learning courses

Participate in an online discussion

Apply today, space is limited. For additional information and to learn how to register online, visit: www.nyscseapartnership.org.