Navigating Customer Service Challenges Certificate Program

An online blended learning program for CSEA-represented NYS employees

> Application Period: November 27, 2017 - January 2, 2018 Certificate Duration: January 8, 2018 - February 2, 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

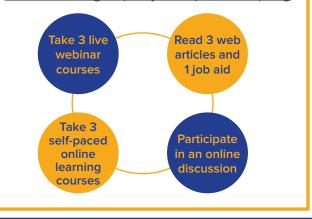
is an engaging four-week learning opportunity for employees who wish to enhance their customer service skills in an accelerated format and earn a certificate for that acquired knowledge.





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



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