

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

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