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SkillPath Updates Certified Customer Service Training

Self-paced learning program is designed to boost employee and customer engagement.

MISSION, KANSAS (May 19, 2019) — Customer service plays a critical role in every organization. The skill and professionalism of your staff may mean the difference between the loyalty of a lifelong customer and losing a client forever. To ensure your customer service professionals have the essential skills to deliver excellent customer service, SkillPath, a professional learning and development provider, has released the updated 2019 edition of *Through the Customer's Eyes* interactive training and certification program.

“*Through the Customer's Eyes* training and certification program provides the tools for your customer service team to be successful,” said Matt Rhodes, General Manager of Products at SkillPath. “When your employees are focused on the needs of the customer, your company will see substantial gains in client engagement and a potential boost to your bottom line.”

The updated program, developed by SkillPath in partnership with the International Customer Service Association (ICSA), provides self-paced learning for frontline teams. Delivered through six modules, *Through the Customer's Eyes* includes more than three hours of training materials on the following topics:

1. Why Customer Service Matters
2. What Customers Want
3. Essential Customer Service Skills, Part 1
4. Essential Customer Service Skills, Part 2
5. Handling Complaints and Dealing With Angry People
6. Customer Service as a Strategic Marketing Tool and Customer Service Teams

“Objective tools are an essential component of SkillPath’s *Through the Customer's Eyes* training and certification program,” Rhodes said. “A companion digital workbook with exercises and practice tests are provided to each program participant to help them understand and retain course materials.”

A facilitator guide is also included for leaders to enhance their team’s learning experience. This easy-to-follow resource features checklists, tips and learning objectives for each training module.

Following completion of the course, training participants will take a post-course assessment to demonstrate they have learned and retained the essential skills required as a customer service professional. Upon passing,



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participants will be verified as a Certified Customer Service Professional (CCSP) through SkillPath, which is approved by ICSA, a nonprofit professional organization dedicated to the promotion of professional development of customer service providers.

“Certification recognizes which trained employees can implement industry best practices,” Rhodes said. “It validates a company’s investment in training and helps managers hold employees accountable to higher standards. For employees who receive the CCSP designation, employers can expect them to be more engaged and customer-focused.”

Through the Customer’s Eyes is delivered through SkillPath’s on-demand training portal, or it can be purchased as a DVD-ROM or USB. Additional certification licenses can be purchased separately. Discounts are available for multiple seat licenses. Contact onlinetraining@skillpath.com for pricing or visit SkillPath.com/TTCE for more information.

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ABOUT SKILLPATH

A leader in the learning and development industry, SkillPath provides clients and business professionals worldwide with strategic and innovative training solutions. SkillPath’s on-site training, content and curriculum, public seminars and eLearning programs are actively used by Fortune 500 firms, government agencies, medical centers and universities. SkillPath was launched in 1989 in Mission, Kansas, and is proud to have helped the careers of more than 10 million professionals worldwide. A 501(c)(3) nonprofit organization, SkillPath helps fund scholarships for students at Graceland University in Lamoni, Iowa. For more information, visit www.skillpath.com.