

Navigating Customer Service Challenges Certificate Program

This blended learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented NYS employees. It was designed for employees who are looking to learn techniques to handle the common challenges of working with customers. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course. In addition to these courses, a variety of related articles and online discussion activities were required.

Using Active Listening In Workplace Situations

.6 Hours

Active listening skills are used by professionals in a wide range of occupations to enhance their work. Effective listening can be the foundation of your communication skills, whether you need to draw out the thoughts and emotions of others, engage evasive speakers, or handle emotional conversations.

Emotional Intelligence in Customer Relations

1 Hour

Emotional intelligence is the ability to identify our own emotions and respond appropriately to the emotions of others. Designed specifically for customer service providers, this webinar offers a basic introduction to emotional intelligence and relays useful strategies for incorporating emotional intelligence skills into customer service interactions. Participants will identify four primary emotional intelligence skills, recognize the benefits of using emotional intelligence in customer service interactions, and apply emotional intelligence skills to customer service scenarios.

Navigating Your Own Emotions

.5 Hours

Emotions arise within ourselves – through our complex brain circuitry that we sometimes call 'wiring.' We must be aware of our emotions in order to manage them, recognize them in others, and develop relationships. This course will help you identify examples of emotions, feelings, and moods, recognize actions and characteristics associated with emotional self-awareness, use knowledge of neuroscience and emotions to perform effectively, identify behaviors that can be practiced to cultivate emotional awareness, and use self-awareness to deal with emotional responses.

Managing Stress in Customer Relations

1 Hour

Managing stress while providing customer service to the public can be challenging, even for the most experienced employee. This webinar will focus on the unique importance of managing stress when working in a customer service role. Participants will identify five best practices for managing stress, recognize the benefits of stress management in customer service work, and apply stress management techniques to customer service scenarios.

Addressing Conflict in Customer Relations

1 Hour

Conflict is a natural part of working with customers. Designed specifically for customer service providers, this webinar offers a basic introduction to conflict resolution and the importance of addressing conflict appropriately when working in a customer service role. Participants will identify effective strategies for addressing conflict, recognize the benefits of using conflict management strategies in customer service interactions, and apply conflict management strategies to customer service scenarios.

Communicating Effectively with Customers

.5 Hours

Effective communication is essential to the success of any customer-oriented business. Each customer will have their own style of communication as well as an emotional response to contacting a support center. In order to communicate effectively, the customer service representative (CSR) must understand how to adapt to these different styles and emotions before the customer's problems can be dealt with. This course explains how to adapt to the different communication types and identify the common emotions that customers experience when contacting the support center. It also explains how to adapt your writing skills to communicate through email and to document incidents.

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) webpage. This certificate assisted you in developing the following competencies:



Communication and Interpersonal Relations



Critical Thinking and Problem Solving



Professionalism and Self-Management