

CSUF Customer Service Certificate Program

This three-part certificate program is designed for individuals to become models of customer service and thereby support the University goal to become the best comprehensive university in the nation.

Module 1 **CustoMER Service: The “ME” in Customer Service (Who Am I? Know Thyself)** *(POD310) 2 hours*

Professionals excel when they first know and understand their own strengths and communication style. This kick-off session incorporates the use of an assessment instrument, self-analysis, and group discussion focused on assisting participants in recognizing and appreciating their strengths and interaction styles and using these to achieve excellence.

Module 2 **Being a CSUF Customer Service Generalist** *(POD311) 2 hours*

Take service to the next level by exceeding customers’ expectations. Participants will receive guidelines for handling campus internal and external customers and practice “people skills” which are critical for personal and organizational success. How you handle your customers affects your individual goals as well as that of your department, division, and the university. Learn to communicate professionalism, gain respect, enhance customer relationships, and enjoy your work more.

Online Module 3: Improving Your Emotional Intelligence: Self-awareness and Self-management *(POD319A) 1 hour*

Emotional intelligence is the ability to recognize and deal with emotions in a healthy and productive manner. Many people don’t realize that their emotions are determined by what they think, and that concrete self-management techniques exist for gaining control of feelings. Emotional intelligence involves being aware of and managing emotions within your relationships with others. But before you can recognize others’ emotions and manage your relationships, you must have a firm sense and control of your own feelings. Through this course you’ll learn how to build your emotional intelligence through appropriate actions and techniques for managing your emotions. You’ll focus on the competency areas of self-awareness and self-management. You’ll learn how to identify and regulate your own emotions through self-awareness techniques, including understanding the value of emotional self-awareness and recognizing typical behavioral and physical expressions of key emotions. And you’ll explore how to move from self-awareness to self-management and how self-management functions as a component of emotional intelligence. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

This component of the Customer Service Certificate Program is the 60-minute online Emotional Intelligence workshop. This module may be taken at any time to fulfill the certificate program. It does not build on the other face-to-face modules. It is a one-hour program to develop your ability to identify, assess, and deal effectively with your personal emotion has three parts:

- Building Emotional Intelligence through Self-awareness (21 minutes)
- From Self-awareness to Self-management (12 minutes)
- Building Emotional Intelligence through Self-management (26 minutes)

A short 5-question test follows to complete the course.