PART 2: TRAINING PROGRAMME DETAILS

Section A: Course Details

1. Certified Customer Interaction Professional (CCIP)

1.	Course Title	Certified Customer Interaction Professional (CCIP)
2.	Type of Course	Non-technical
3.	Training Methodology	Classroom Visual/ Remote Blended E-Learning
4.	Skill Area	Functional: Customer Interaction/Service Soft Skills: Via Emotional & Social Intelligence Employability skills via Promeritus360, career management platform
5.	Duration (Days)	7 days/ 60 hours
6.	Level of Certification	Professional (Entry Level)
7.	Certification Body (If Applicable)	BPO Certification Institute, Inc. (BCI)
8.	Course Overview	Program Overview The CCIP and ESI programs are offered by Asia BPO Academy is a powerful global BCI qualification for graduates/school leavers with a desire to deal with customers in frontline roles. **CCIP** To equip associates & entry level talents for a wide array of customer-interaction jobs in multiple industries besides the customer helpdesk domain in shared services. Great qualification to begin right with customer-interaction and move into mainstream careers in customer relationship management later. Proves competence on the most widely accepted Customer Interaction (CI) framework. **Social & Emotional Intelligence (S+EI)** Participants are introduced to the 26 competencies based on the 4 quadrants of Daniel Goleman's ESI. Each participant will be assessed on the Social & Emotional Intelligence Profile (SEIP). Trainees will become familiar as they understand their strengths and areas for development via one to one coaching session during their PJT. Young graduates need more than just qualification or certification to get and sustain in jobs, they also require soft skills in order to land with dream jobs and sustain.

		Promeritus360 Trainees are provided with access to our career management platform, Promeritus360. It enables internal development programs for young talents to scale employability development & measure impact. The Interactive platform with more than 500+ resources for the target development areas for the young graduates. Various online programs support development of essential skills for their successful employability & career success. Promeritus360 measures learner confidence & impact in real-time.
9.	Prerequisites	Bachelor's Degree/Diploma/Certificate in any Major/ specialization with basic proficiency in English
10.	Course Objective	**CCIP** is designed to provide entry level competency in customer interaction/services roles, in terms of their knowledge, communication, aptitude & basic interpersonal skills for working on various types of customer-service tasks both in inbound- and outbound operations including service, support and remote sales. Job Preparedness via **Social & Emotional Intelligence (S+EI)** equip young talents with the manner they need to apply their knowledge & skill acquired in CCIP at workplace while on **Promeritus360**, they are able to continue to develop themselves by identifying competence & confidence gaps.
11.	Learning Outcome	Able to develop the right functional skills in customer interaction while being self- aware of their strengths and improvement areas and the ability to self -manage their gaps. S+EI training & coaching coupled with the support of Promeritus360, the career management platform to support their continuous learning and development
12.	Course content	**Certified Customer Interaction Professional (CCIP) Program** **Nature & Typology of BPO Services** • Concept and advantages of Business Process Outsourcing • Categories and Types of BPO Organizations and BPO Services **BPO Operations & Work Environment** • Organization & Workplace Structures in BPO Organizations. • Equipment & Technologies generally deployed in BPO Organizations • Common Modes and Media of Service Delivery in BPO Organizations **Personal Effectiveness Principles & Techniques** • Challenges & Demands of BPO Work Environment • Creating & Managing Personal Brand-Equity in Workplace • Managing Personal Time • Managing Stress • Managing Professional Growth

		Role-profile of a Typical Customer Interaction Professional • Typical roles of a Customer Interaction Professional • Typical Key Result Areas (KRAs) of a Customer Interaction Professional • Skills & Competencies of a Customer Interaction **Professional Principles & Techniques of Customer Service & Support** • Principles & Objectives of Customer Relationship Management • Techniques in Initiation of Customer Interaction • Techniques of Handling Customers **Principles & Techniques of Remote-& Tele- Sales** • Basic Principles of Selling/ Sales • Principles & Techniques of Remote-selling. **Job Preparedness via Social & Emotional Intelligence (S+EI) Program** • Social & Emotional Intelligence Profiling • Definitions of Emotional Intelligence & Social Intelligence • The importance of ESI in our career, home and social segments • Deep dive on the Daniel Goleman's Four Quadrant Model • Quadrant 1 - Self Awareness • Case studies on Self Awareness • Quadrant 2 - Social Awareness (Other Awareness) • Case studies on Social Awareness • Quadrant 3 - Self management • Case studies on Social Management • Quadrant 4- Relationship Management Part 1 and Part 2 • Case Studies on Relationship Management • Role Plays **Trainees will be provided with access to Promeritus360, our career management platform provided to all trainees for a period of 12 months from the start of training to support them in their PJT and a continuous development tool**
13.	Learning Activities	Lecture /Virtual lecture Role Play Case Studies E-Learning on Promeritus360 – Learning activities Training

14.	Target Group	Graduates, school leavers and unemployed