

This learning plan was designed to equip you for a role in Customer Success. After completing this course, you should be able to:

- Describe fundamental customer success and customer service skills and needs
- Build powerful relationships with compelling communication
- Support your customers and customer service executives
- Present with purpose, collaborate effectively, and solve problems using critical and creative thinking
- Identify different types of personality dynamics and how to best support those conversations
- Navigate account management tools used in today's job market

Complete the following courses to earn the Customer Success certification powered by IBM SkillsBuild

Customer Success & Relationship Building

(approximately 14 hours)

- Build Relationships with Powerful Communication
- Fundamentals of Real Customer Success
- Customer Service Basics: Improve Your Service Now
- How to Listen to Today's Customers
- How to Understand Your Customers
- How to Actively Engage Your Customers
- How to Put Your Customers First
- How to Exceed Your Customers Expectations
- Customer Service & Support for Customer Service Executives

Working in a Digital World: Professional Skills

(approximately 8 hours)

- Present with Purpose
- Collaborate Effectively
- Interpersonal Skills
- Deliver Quality Work with Agility
- Solving Problems with Critical and Creative Thinking

Customer Engagement: Communication & Personality Dynamics

(approximately 6 hours)

- IBM Course 1: Communication Skills
- IBM Course 2: Personality Dynamics

Customer Engagement: Problem Solving & Process Controls

(approximately 5 hours)

- IBM Course 3: Problem Solving
- IBM Course 4: Process Controls

Communication Skills

(approximately 17 hours)

- The Complete Business Communication Masterclass
- Effective Email Communication: Enhancing Your Voice at Work
- Take Lessons from an Actor - Speech & Confidence Training
- Critical Thinking with Emotional Intelligence
- Master Cognitive Biases and Improve Your Critical Thinking
- Decision Making: Solve Problems with Emotional Intelligence
- How to Manage Difficult Conversations: Beginner's Guide
- Common Communication Barriers
- Authentic Leadership: Bring Your Whole Self to Work

Account Management Tools

(approximately 17 hours)

- The Ultimate Real-Life Office 365 Productivity Course
- Become An Expert At Microsoft Dynamics 365 Online Deployment
- Microsoft Dynamics 365 (CRM, NAV, AX) Intro Training Course
- Introduction to Azure SQL Database for Beginners

Apply Today!

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