Garnet
Garnet Global Training Center

GGT-CS-119

Customer Service & Contact Centres

Customer Service Leadership

القيادة في خدمة العملاء

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Leadership & strategy**

Overview

Customer Service Leadership develops the judgement, influence and decision-making leaders need when the stakes are high. Deliver consistent, efficient service across counters, phones, chat and social channels. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Set direction and priorities for Customer Service Leadership in your organisation.
- Lead change and handle resistance constructively.
- Influence boards, peers and external stakeholders.
- Balance short-term results with long-term value.
- Build a personal leadership agenda for the next year.

Who should attend

Customer service agents, team leaders, contact centre managers and service designers. It is aimed at managers and executives who set direction and are accountable for results.

Key topics

- Service standards
- Communication with customers
- Handling complaints
- Channels and tools
- Measuring service
- Service recovery

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Strategic context of Customer Service Leadership
- Handling complaints
- Checklists and templates to take away

Day 2 Setting direction and priorities
- Channels and tools
- Measuring service

Day 3 Leading people through change
- Service recovery
- Group discussion and peer review

Day 4 Decisions, risk and stakeholders
- Service standards
- Measurement and reporting

Day 5 Leadership commitments and action plan
- Communication with customers
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Strategic context of Customer Service Leadership
- Handling complaints
- Checklists and templates to take away

Day 2 Setting direction and priorities
- Channels and tools
- Measuring service

Day 3 Leading people through change
- Service recovery
- Group discussion and peer review

Day 4 Decisions, risk and stakeholders
- Service standards
- Measurement and reporting

Day 5 Leadership commitments and action plan
- Communication with customers
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Common mistakes and how to avoid them

Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice
- Global performance benchmarks
- Regional and international case studies

Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
1–5 Mar 2027	5-day classroom	Abu Dhabi	Arabic	4,750
7–11 Jun 2027	5-day classroom	Paris	English	4,750
19–23 Jul 2027	5-day online	Live online	English	2,950
5–16 Dec 2027	10-day classroom	Cairo	Arabic	8,950
10–21 Jan 2028	10-day online	Live online	Arabic	5,450
3–14 Jul 2028	10-day classroom	London	English	8,950
17–21 Sep 2028	5-day classroom	Kuwait City	English	4,750
16–20 Oct 2028	5-day classroom	Dubai	Arabic	4,750
12–16 Feb 2029	5-day classroom	Kuala Lumpur	English	4,750
20–24 May 2029	5-day classroom	Doha	English	4,750

Dates	Format	City	Language	Fee (USD)
6–17 Aug 2029	10-day classroom	Dubai	English	8,950
1–5 Oct 2029	5-day online	Live online	Arabic	2,950
21–25 Apr 2030	5-day classroom	Riyadh	English	4,750
12–16 Aug 2030	5-day classroom	Paris	English	4,750
9–20 Sep 2030	10-day online	Live online	Arabic	5,450
15–26 Dec 2030	10-day classroom	Cairo	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/