

1. Introduction to Customer Support
  - Definition and importance of customer support (Text)
  - Overview of customer support roles and responsibilities (Video)
  - Skills and qualities for effective customer support (Video)
2. Effective Communication Skills for Customer Support
  - Verbal and Written communication techniques (Video)
  - Empathy and understanding customer emotions (Text)
  - Conflict resolution (Video)
3. Customer Needs and Expectations
  - Identifying customer needs and expectations through effective questioning (Video)
  - Gathering customer feedback and using it to improve products/services (Text)
  - Personalizing interactions and tailoring solutions to meet individual customer needs (Video)
  - Building rapport and trust with customers to foster loyalty and satisfaction (Text)
4. Product Knowledge and Troubleshooting Skills
  - Gaining comprehensive knowledge about products/services (Video)
  - Understanding common customer issues and providing effective solutions (Text)
  - Troubleshooting techniques and problem-solving skills (Video)
  - Collaborating with technical teams for complex issues (Text)
5. Time Management and Prioritization for Efficient Support
  - Effective time management strategies for customer support (Video)
  - Prioritizing customer requests and managing workload (Video)
  - Handling multiple customer inquiries (Text)
  - Utilizing customer support tools and software efficiently (Video)
6. Multichannel Customer Support
  - Email support (Text)
  - Phone support (Video)
  - Live chat and messaging support (Video)
  - Social media support (Text)
7. Resolving Complaints and Difficult Situations
  - Acknowledging and empathizing with customer complaints (Video)
  - De-escalating tense situations (Text)

- Turning dissatisfied customers into loyal advocates (Video)
8. Ethics and Professionalism in Customer Support
- Confidentiality and data protection (Text)
  - Professional conduct and handling sensitive information (Video)
  - Compliance with company policies and industry regulations (Text)

**For KBC LMS Only: (Rate is N8,500)**

9. Freelancing as a Customer Support Professional
- Introduction to freelancing as a customer support professional (Video)
  - Creating a freelance profile and portfolio (Text)
  - Finding and securing freelance customer support opportunities (Text)
  - Setting rates and negotiating contracts (Text)
  - Managing client relationships (Video)
  - Project (Text)