Ingenium Concept Ltd

NCSA

BE EXCEPTIONAL

THE CERTIFIED CUSTOMER SERVICE PROFESSIONAL (CCSP) COURSE

THROUGH

PROFESSIONAL TRAINING

Ingenium Concept Ltd NCSA

INGENIUM ACADEMY

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BROCHURE OUTLINE

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ABOUT INGENIUM ACADEMY

At the forefront of customer service excellence lies **Ingenium Academy**. Here, we don't just teach customer interaction; we elevate it to an art form and way of life. Our transformative learning experience yields unparalleled professional service success, shaping future industry leaders. Partnering with the **National Customer Service Association (NCSA), United States**, we empower individuals with the knowledge, skills, and mindset needed to excel in customer service. We understand that exceptional service goes beyond problem-solving; it's about forging lasting connections and leaving an indelible mark on customers' hearts and minds. Welcome to Ingenium Academy a subsidiary of Ingenium Concept, where empathy and expertise converge for exceptional service delivery.

ORGANISATION & MEDIA MENTION



















MEET THE LEAD COACH



Jennifer Oresiri Orode is a Customer Service Expert re-engineering businesses across Africa to achieve high profitability by delivering exceptional experiences to customers. She is a firm believer in the mantra that businesses should be of the customer and for the customer. Certified by the **National Customer Service Association (NCSA) USA,** she is a member of the **Chartered Management Institute (CMI) United Kingdom** and **Chartered Manager with the Nigeria Institute of Management (NIM)**. Jennifer is passionate about driving business growth and transformation as well as creating wealth for both customers and organisations. She is a member of the prestigious **Forbes Business Council, USA.** She has led and managed businesses and multidimensional teams across various capacities in treasury and security sales, funds management, business development, client relationship management, and strategy formulation and implementation.

MEET THE LEAD COACH

She is the curator of the **Entrepreneurial Training Program, CRSP,** which has equipped several entrepreneurs to engineer customer-centric businesses. She is the **Face of the Nigerian Customer Service Index,** a survey platform that gives consumers an opportunity to rate service delivery and reports on the level of customer experience across multiple sectors annually. She is the driving force behind the **4 Million Customer Service Training initiative**, which aims to train 4 million Africans on customer service skills. And has trained individuals from several countries across East Africa, South Africa, and West Africa. She has laid her impact on tech as well, winning an award for **Women in Tech, The Seal of The Jet Age Award, African Union, 2023**. She's here as **lead director, head of media and communications** of the Nigeria Customer Service Index (NCSI).



About the CCSP Course

Who this Course is for

The CCSP designation is designed for management-level professionals, including supervisors, managers, and directors, and focuses on not only customer interactions and the foundations of service, but also other pertinent topics such as planning, coaching, teaming, and HR practices.

COURSE OVERVIEW

What You Will Learn:

- Foundations of customer service
- Drivers of human behavior
- Planning function
- Effective communication strategies
- Successful teaming
- Operational coaching
- Managing change
- Critical thinking & problem solving
- Measuring customer satisfaction
- Sexual harassment prevention
- Business ethics

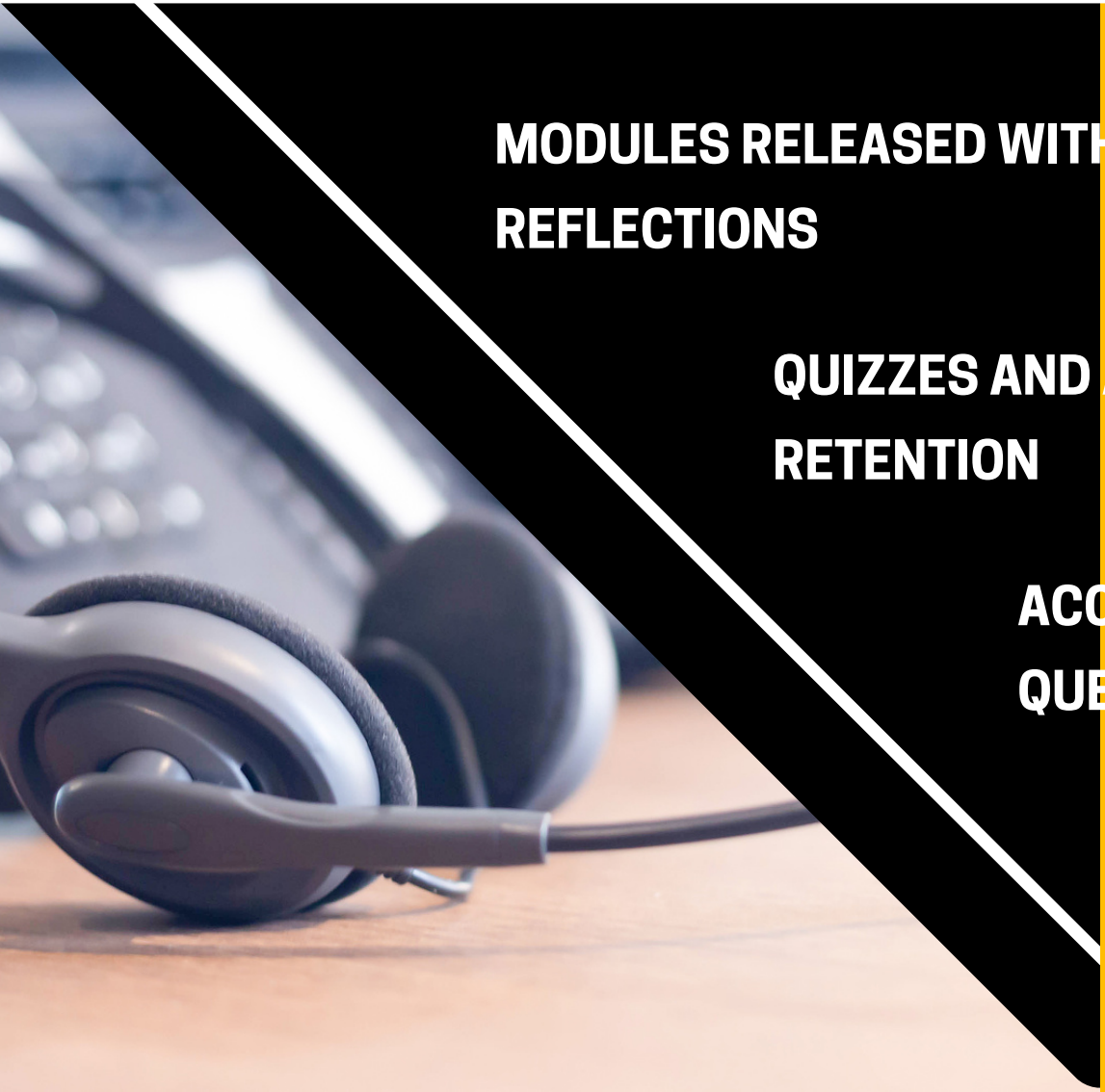
Skills You Will Gain:

- Customer retention
- Effective team-building
- Improved communication skills
- Coaching and mentoring
- Change management
- Conflict resolution

TRAINING DYNAMICS

- **Simplicity & Practicality**: Ingenium Academy's training emphasises simple, practical language in all lessons and scenarios. We relate lessons to real-world situations and challenges that customer service professionals encounter daily, empowering students to identify and handle these situations with ease and confidence.
- **Training Structure**: Ingenium Academy employs a well-designed, structured curriculum covering essential customer service topics and skills. Dividing training into modules and lessons ensures thoroughness and clarity in delivery and assimilation by students. Tasks, quizzes, and a final assessment (MOCK) evaluate lesson impact and understanding.
- **An Unexpected Testing Strategy (UTS):** Assesses readiness, assimilation, and internalisation of lessons.
- **Customised Monitoring Platform**: Application & real-time implementation of lessons learned, team bonding, and communication skills observation.
- **Case Studies (CS)**: Integrating real-life scenarios from students' current professional roles into learning.

DELIVERY FORMAT



MODULES RELEASED WITH VIDEO LESSONS AND REFLECTIONS

QUIZZES AND ACTIVITIES FOR KNOWLEDGE RETENTION

ACCESS TO ADVISOR FOR QUESTIONS/SUPPORT

FINAL PROFESSIONAL EXAMINATION WITH NCSA

BENEFITS OF ENROLLING IN THE COURSE



Readiness for the CCSP professional examination with the NCSA. Our students average an impressive CCSP **exam grade of 85%.**



You get to stand out to professionals and employers.



Gain access to our community platform for continued learning, development, and networking.

WHAT OUR STUDENTS SAY

INGENIUM ACADEMY

★★★★★

EVE

Dearest coach Jenny, you do not know how you have impacted me to the point of writing this professional exam and getting me certified. Words cannot express my gratitude. To Ingenium Academy, thanks for always coming to our aid. To my fellow colleagues, thank you and congratulations to us all.

★★★★★

IFUNANYA

Having to combine this with work, life, and all was a whole lot, but here I am, dusted and bagged…yayyy! Thank you coach Jenny for this opportunity, I'm most grateful. Special thanks to the Ingenium Academy team for holding me up and following up on me, I'm most grateful!!!!!! To the house, haven't met you guys but well done guys ,we nailed it…!!!

★★★★★

ADEWALE

This training program has been very impactful and it has helped me improve on this profession. All these aspects where the training focuses have been of immersed quality despite my experience in this field. My approach to situations are on a different level now through what I have learnt from the course. Thank you coach Jenny and her team. Great work!

PRICING

The CCSP course costs a fee of **NGN280,000**.



CONTACT US

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