

MILSPO ACADEMY

powered by **careerdash**

Launch a Career in Customer Success



Compassion, ambition, and networking.

A customer success manager works with customers to ensure they're receiving the tools and support needed to achieve their goals. This includes advising them on buying decisions and onboarding new users after purchase.

Take those skills and turn it into a remote career that moves with you.

Open Enrollment Happening Now!

Our program is a self-paced, 8-week course, which includes a combination of:

- Online Videos
- Reading Assignments
- Written Assignments
- Guided Projects
- Live Training in a 1x1 or group environment via web conferencing with instructors.

Upon graduation from the CSM training module, you'll enter the Career Center where you will get hands-on preparation to land your next career. The final module includes but is not limited to:

- *Certified Customer Success Manager Certification* through Success Coaching - Continuing Professional Development Certification Program
- Live Interview Preparation
- Social Media Critique
- Resume Construction
- Job Hunting Instruction
- Direct Referrals, if possible (including hiring company partners)

**Want to find out if Customer Success is
right for you?**

Click [here](#) to chat with our enrollment team!

For more information: email us at ashley@careerdash.com



Course Outline

WEEK ONE - Intro

- Why Customers Buy
- Personality Styles
- Key Aspects of a CSM
- Thinking Like a Customer

WEEK TWO - Onboarding

- Onboarding Customers
- Account Success plans

WEEK THREE - Re-engaging Disengaged Customers

- Business Reviews
- Re-engagement Process

WEEK FOUR - Consultative Approach

- Managing Account Relationships
- Applying a Consulting Approach

WEEK FIVE - Managing Escalations

- Disciplined Execution
- Managing Internal and External Escalations

WEEK SIX - Handling Tricky Customers

- Handling Angry and Tricky Customers
- Customer Success Metrics