

# Customer Service Representative Development Program

## Overview



FOR AGENTS AND BROKERS

### CSR Development Program Contact:

#### Commercial Lines Focus

**Louise Byrnes**

Senior Training Specialist

[louise.byrnes@libertymutual.com](mailto:louise.byrnes@libertymutual.com)

### Program begins:

Winter/spring session - January 23

Summer/fall session - May 22

#### Registering online is easy - visit

<https://agenthelp.wufoo.com/forms/commercial-lines-csr-development-program/>

The Customer Service Representative (CSR) Development Program delivers comprehensive insurance industry training combined with customer service and sales skill development. Designed specifically for CSRs' busy, fast-paced roles, the CSR Development Program provides initial training for your new CSRs or opportunities for your existing CSRs to accelerate their performance.

#### What you are saying:

"I would highly recommend the training to anyone new or anyone who needs a refresher. My hope is that the program is offered again in our agency to other CSRs."

*Customer Service Representative*

"I have enjoyed and learned a lot from this class [...] it has been beneficial in my day-to-day work with actual clients and assisting the department with their accounts."

*Customer Service Representative*

#### Commercial Lines Focus (AINS 23)

- Commercial Insurance Education
- Sales Skills for CSRs
- Commercial Lines Product Training
- In-Office Agency Mentor

Duration: 12 Weeks

Cost: \$899

Format: Virtual

Jan. 24 – April 13  
May 23 – Aug. 10

#### What you can expect:

- Dedicated learning time during office hours is required; up to 6 – 10 hours per week.
- A mentor assigned within the agency will act as a resource, participate in in-agency practices, and provide coaching; estimated time commitment is 1 – 2 hours per week.

#### Cancellation Policy:

- Cancellations received 10 or more calendar days before the program start date will receive a full refund.
- Cancellations received fewer than 10 calendar days before the program start date will receive a refund minus \$250.
- No refund is available after the program start date.

**Apply today!** The deadline to apply for our 2018 winter/spring course is December 29, 2017. The deadline to apply for our 2018 summer/fall session is April 27, 2018.



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This document provides a general description of this program. Program subject to change without notice.

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