



# Certificate in Customer Success Management (CSM)

Strengthen relationships, cut churn and drive business growth.

SEPT 21, 2026 6 Weeks Part-Time Intensive Blended \$2,650 CAD

OSAP ELIGIBLE

## Skills You'll Gain

- Customer-Centric Thinking
- Communication Excellence
- Data-Driven Insights
- Customer Playbooks
- Relationship Management

## Prepare for Roles Like

- Customer Support Specialist
- Onboarding Specialist
- Customer Experience Coordinator

## Admission Requirements

- Direct Enrolment

## What You'll Learn

Gain the skills to boost customer satisfaction, retention and advocacy. This program provides practical learning in the customer lifecycle, mapping customer journeys and delivering strategic value, creating communications tailored to customer success scenarios, using customer data to generate growth, and create proactive playbooks for real-world customer challenges.

- 01 / Understanding the Value of Customer Success
- 02 / Driving Customer Value
- 03 / Data Enabled Customer Success Strategies
- 04 / Professional Communication
- 05 / Managing Customer Relationships



Course details and fees subject to change. Visit [yorku.ca/continue](http://yorku.ca/continue).

## Why York University School of Continuing Studies

Designed for working professionals, the School of Continuing Studies combines academic rigour with real-world application —so you graduate with skills you can use immediately.



Work-integrated learning with digital skills today's employers are prioritizing



Applied learning through real-world challenges with current market insights



Industry-informed curriculum shaped by subject matter experts



Cohort-based learning that builds lasting professional connections



Flexible formats designed for working professionals

Not sure if this program is right for you? Let's talk.

EMAIL [continue@yorku.ca](mailto:continue@yorku.ca)

CALL 416.736.5616 1.855.900.YORK

LEARN MORE [continue.yorku.ca](http://continue.yorku.ca)

York University School of Continuing Studies

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