

Certificate in Customer Success Management (CSM)

Strengthen relationships, cut churn and drive business growth.



■ JAN 18, 2027

■ 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.

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

CALL
416.736.5616
1.855.900.YORK

LEARN MORE
continue.yorku.ca

York University School
of Continuing Studies

68 The Pond Road,
4700 Keele St,
Toronto ON, M3J 1P3