KCS v6 Internal Trainer Certification

Offered by the KCS Academy

This advanced-level certification is intended for:
- Experienced trainers who hold the KCS v6 Practices certification and intend to deliver accredited KCS training within a specific company

Someone who holds a KCS v6 Internal Trainer certification understands:
- How to train, facilitate, make judgments, and explain how to apply KCS Principles and Core Concepts, Practices, techniques, and adoption best practices based on a thorough understanding of KCS
- How to facilitate workshop exercises and handle objections
- How KCS aligns with customer service best practices

Benefits of holding a certification:
- Demonstrates ability to successfully teach the KCS methodology
- Access to accredited Consortium training materials that can be customized for the organization's needs (unlimited use license for materials applies)
- Member of the community of KCS Certified Trainers: provide input and feedback on KCS standards and KCS updates
- KCS v6 Internal Trainer certification, and access to company-branded logo provides recognition of KCS mastery

Benefits of having certified individuals on your team:
- Identify experienced KCS trainers who understand the relationships between KCS Principles and Core Concepts, Practices, and techniques
- Verification that individuals have the competencies required to teach the KCS methodology
- Consistent approach and training around how to apply KCS Principles and Core Concepts, Practices, and techniques to your environment
- Increased ROI on KCS training for large number of participants
- Reduced time to obtain benefits from KCS, and reduction in "restarts" of KCS initiative

The KCS v6 Internal Trainer certification exam is a proctored exam consisting of about 45 fill-in-the-blank and essay questions. No supporting materials are allowed. There is a time limit of 100 minutes. The exam is just one of several steps required to become a KCS v6 Certified Internal Trainer. Please see the program overview for details.

Click here for more information.