Mentorship Program for New Support Hires Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced customer support environment, the success of new hires depends heavily on structured mentorship programs that accelerate learning, engagement, and performance. Mentorship Program for New Support Hires Training Course is designed to cultivate high-performing support professionals through guided learning, real-world scenarios, and continuous feedback. By integrating proven mentorship strategies, this program ensures faster onboarding, enhanced problem-solving capabilities, and superior customer satisfaction. Participants will gain hands-on experience, industry best practices, and actionable insights to thrive in dynamic support roles.

This program leverages interactive training, case studies, and collaborative learning to transform new support hires into confident, efficient, and customer-centric team members. Through structured mentoring, employees develop critical skills such as effective communication, conflict resolution, technical proficiency, and empathy-driven service. The course aligns with organizational goals to reduce ramp-up time, improve retention, and foster a culture of continuous learning. By the end of the program, participants will be equipped to deliver exceptional support experiences while contributing to overall business growth and brand loyalty.

Programme Curriculum

Mentorship Program for New Support Hires Training Course

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Course Duration

5 days

Course Objectives

1. Accelerate onboarding for new support hires using structured mentorship.
2. Enhance problem-solving and critical thinking skills in real-world scenarios.
3. Improve customer interaction and communication techniques.
4. Strengthen empathy and emotional intelligence in support roles.
5. Foster team collaboration and knowledge sharing.
6. Develop technical proficiency in support tools and systems.
7. Promote effective conflict resolution strategies.
8. Instill organizational values and service excellence.
9. Reduce ramp-up time for achieving full productivity.
10. Build confidence and self-reliance in new hires.
11. Encourage continuous learning and skill development.
12. Track performance metrics to ensure measurable growth.
13. Increase employee retention through personalized mentoring programs.

Target Audience

1. New customer support hires
2. Technical support associates
3. Helpdesk executives
4. Customer service representatives
5. Onboarding coordinators
6. Team leaders in support departments
7. HR and L&D professionals overseeing support teams
8. Managers responsible for customer success teams

Course Modules

Module 1: Orientation & Introduction to Mentorship

- Overview of mentorship objectives and benefits
- Roles and responsibilities of mentors and mentees
- Organizational culture and values alignment
- Mentorship communication techniques

- Case Study: Accelerating onboarding in a SaaS support team

Module 2: Customer Support Fundamentals

- Understanding customer needs and expectations
- Basic troubleshooting and problem-solving frameworks
- Communication best practices
- Tools and software used in support operations
- Case Study: Reducing response time through structured mentorship

Module 3: Effective Communication Skills

- Active listening and questioning techniques
- Handling difficult customers with empathy
- Email, chat, and phone etiquette
- Providing clear and concise instructions
- Case Study: Improving CSAT scores with communication coaching

Module 4: Conflict Resolution & Escalation Management

- Identifying conflict early and proactive solutions
- De-escalation strategies and negotiation
- Escalation protocols and documentation
- Balancing empathy and resolution efficiency
- Case Study: Preventing churn through conflict management

Module 5: Technical Proficiency & Tool Mastery

- Hands-on training with support software
- Ticketing system management best practices
- Knowledge base utilization and contribution
- Automation and AI-assisted tools in support
- Case Study: Boosting productivity through tool adoption

Module 6: Performance Tracking & Feedback

- Key performance indicators (KPIs) for support roles
- Continuous feedback loops and self-assessment
- Mentor-guided performance reviews
- Goal setting and personal development plans
- Case Study: Turning underperformers into top performers

Module 7: Advanced Problem-Solving & Critical Thinking

- Analytical approaches to complex support issues
- Root cause analysis techniques
- Collaborative problem-solving with mentors
- Scenario-based exercises
- Case Study: Reducing ticket backlog with structured problem-solving

Module 8: Career Growth & Continuous Learning

- Identifying growth opportunities within support

- Career path mapping and skill enhancement
- Encouraging proactive learning and certifications
- Maintaining mentor-mentee relationships post-training
- Case Study: Developing future leaders through mentorship

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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