Security Awareness for Customer-Facing Teams 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 digital-first world, customer-facing teams are the frontline defense against evolving cyber threats. From phishing attacks to social engineering scams, customer interactions present critical opportunities for malicious actors to exploit human vulnerabilities. Equipping teams with comprehensive security awareness training, practical tools, and real-world case studies empowers them to identify, prevent, and respond effectively to security incidents. Security Awareness for Customer-Facing Teams Training Course is designed to enhance cyber hygiene, risk mitigation, and data protection practices, ensuring a safe and trusted customer experience.

Customer-facing employees are often the most targeted in cyber-attacks because they handle sensitive customer information daily. This training leverages interactive learning, scenario-based exercises, and hands-on simulations to build a security-first mindset. Participants will develop proactive threat detection skills, improve incident response capabilities, and foster a culture of security vigilance, reducing organizational exposure to data breaches and reputational damage.

Programme Curriculum

Security Awareness for Customer-Facing Teams Training Course

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Course Duration

5 days

Course Objectives

1. Strengthen awareness of phishing, vishing, and social engineering attacks.
2. Enhance understanding of data privacy regulations
3. Develop skills to secure customer data during interactions.
4. Implement multi-factor authentication and password hygiene.
5. Recognize insider threats and unauthorized access risks.
6. Foster cybersecurity mindfulness in daily workflows.
7. Equip teams with incident reporting and escalation protocols.
8. Build proficiency in secure communication channels.
9. Improve response to suspicious customer requests or anomalies.
10. Strengthen physical security practices in customer-facing environments.
11. Promote security-first organizational culture.
12. Integrate continuous threat monitoring and awareness in customer interactions.
13. Apply case-based learning to real-world cyber incidents.

Target Audience

1. Customer support representatives
2. Call center agents
3. Front-desk employees
4. Account managers
5. Client relationship executives
6. Sales support staff
7. Technical support engineers
8. Service desk personnel

Course Modules

Module 1: Introduction to Cybersecurity for Customer-Facing Teams

- Overview of current cyber threats targeting customer-facing roles
- Importance of cybersecurity in customer interactions
- Identifying common attack vectors
- Real-world case study: Phishing attack on a call center
- Best practices for personal and organizational security

Module 2: Social Engineering & Phishing Awareness

- Understanding social engineering tactics

- Detecting phishing emails and suspicious links
- Hands-on exercises in identifying scams
- Case study: Customer data leak through vishing attack
- Response strategies for suspicious requests

Module 3: Data Privacy & Regulatory Compliance

- Overview of GDPR, CCPA, and other regulations
- Handling personal and sensitive data securely
- Minimizing risk of regulatory violations
- Case study: Breach of customer data and compliance fines
- Role-playing scenarios for secure data handling

Module 4: Password & Authentication Management

- Best practices for password creation and storage
- Multi-factor authentication implementation
- Common password attack methods
- Case study: Credential compromise in a customer support portal
- Interactive password management exercises

Module 5: Insider Threats & Access Controls

- Identifying potential internal threats
- Role-based access management
- Monitoring unusual activities
- Case study: Insider threat leading to data leakage
- Guidelines for reporting suspicious internal behavior

Module 6: Secure Communication & Digital Hygiene

- Safe use of email, chat, and video tools
- Encrypting sensitive customer communications
- Recognizing unsafe file attachments or links
- Case study: Cyber-attack through unsafe communication channel
- Daily digital hygiene checklist

Module 7: Incident Reporting & Response

- Steps for immediate reporting of security incidents
- Escalation protocols for cyber threats
- Real-time response simulation exercises
- Case study: Timely reporting preventing large-scale data breach
- Building a proactive incident response culture

Module 8: Building a Security-First Customer Culture

- Integrating security awareness into customer interactions
- Encouraging colleagues to adopt safe practices
- Continuous learning and threat updates
- Case study: Security-conscious team preventing phishing attempts
- Gamification and rewards for adherence to security protocols

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

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

Start Date	End Date	Location	Price
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

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