

Delivering Service at the Desktop

– Key Skills for IT Support Professionals

This course is for all IT Support personnel who deal with their customers in-person.

This course concentrates on key service principles and will develop vital face-to-face customer handling skills.

It will help delegates communicate more effectively with their customers – improving their image, professionalism and customer relationships.

Course Objectives

By the end of the course, delegates will:

- ✓ Understand the meaning and importance of customer service
- ✓ Understand the basis of effective customer communication
- ✓ Use a range of communications skills that will satisfy customers
- ✓ Deal more effectively with angry and difficult customers

Target Audience

Anyone who communicates face-to-face with internal or external IT customers.

Especially:

Desktop and PC support, field service and maintenance engineers.

Duration

2 days

Content

- Developing a service attitude
- What do customers *really* want?
- Appearance, image and professionalism
- Barriers to effective communication
- The importance of non-verbal communication
- Five stages of effective communication
- Techniques for effective communicators
- Questioning techniques
- Active listening
- Setting realistic expectations
- Understanding and empathy
- Difficult customers and problem situations
- Going the 'extra mile'

Learning Methods

A mixture of input, discussions and video role-plays makes this a lively and motivating event.

A workshop atmosphere is encouraged with all delegates contributing ideas for discussion.

Delegates will undertake self-assessment and have an opportunity to practise new skills and techniques within a supportive environment.

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