

# Helpdesk Excellence

## – Key Skills for IT Helpdesk Professionals

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*This course is for all IT helpdesk and technical support personnel who deal with customers by telephone.*

*This course reinforces basic service principles and concentrates on those all-important customer handling and telephone skills.*

*This course will help to improve service levels and increase job satisfaction.*

### Course Objectives

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*By the end of the course, delegates will:*

- ✓ Understand the importance of dealing effectively with *people* as well as *problems*
- ✓ Learn how to respond fully to customers' needs
- ✓ Learn to use professional telephone skills
- ✓ Learn how to handle difficult customers more effectively

### Target Audience

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Anyone who provides telephone support for IT customers.

**Especially:**

IT Helpdesk and technical support personnel.

### Duration

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2 days

### Content

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- Defining service excellence
- Why customer service is important
- Understanding the customers' *real* needs
- Setting realistic expectations
- Reliability vs responsiveness
- Why the telephone is not the perfect tool
- Five stages of effective call handling
- Service tone and manner
- Questioning skills
- Call control
- Empathy and understanding
- Effective listening
- Clarity & precision
- Handling awkward customers
- Professional service behaviour

### Learning Methods

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*A mixture of input, discussion and practice makes this a lively and motivational event.*

*Delegates perform recorded telephone calls, allowing them to analyse and develop their customer handling skills.*

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