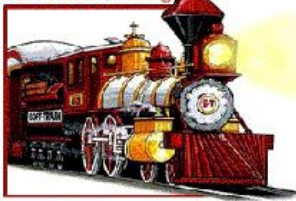


**Soft-Train**



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# Customer Service Skills for the Help Desk Professional (4 Days)

**COURSE GOAL:** Provide IT personnel with a means of providing outstanding Customer Service.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Achieve high Customer Satisfaction
- Develop Strong Listening and Communication Skills
- Have Winning Telephone Skills
- Have Technical Writing Skills to support professionals
- Handle Difficult Customer Situations
- Solve and Prevent Problems
- Be a Team Player in a Help Desk Setting
- Minimize Stress and Avoid Burnout

**KEY TOPICS:**

**I. Achieving High Customer Satisfaction**

- A.** Delivering Quality Technical Customer Support
- B.** Customer Support and the Help Desk Role
- C.** Benefits of Quality Customer Support
- D.** Trends Influencing The Help Desk
- E.** The Help Desk Analyst's Role in the Service Delivery Chain
- F.** Influencing Customer Perception
- G.** Understanding Customer Needs and Managing Expectations
- H.** Demonstrating a Positive CAN DO Attitude
- I.** Going the Extra Mile
- J.** Developing the Right Mix of Skills

**II. Developing Strong Listening and Communication Skills**

- A.** The Power of Listening
- B.** Being an Active Listener
- C.** Avoiding Distractions That Prevent Good Listening
- D.** Knowing What to Listen For
- E.** Communicating with Customers
- F.** Establishing Rapport
- G.** Identifying and Understanding Customer Communication Styles
- H.** Speaking the Listener's Language

### **III. Winning Telephone Skills**

- A.** Creating a Positive Telephone Image
- B.** Understanding the Power of the Telephone
- C.** Handling Calls Professionally from Start to Finish
- D.** Avoiding the Most Common Telephone Mistakes
- E.** Putting a Customer on Hold
- F.** Knowing When and How to Transfer Calls
- G.** Fine-tuning Your Telephone Skills
- H.** Self-Study
- I.** Monitoring
- J.** Customer Satisfaction Surveys
- K.** Letting Your Caring Attitude Shine Through

### **IV. Technical Writing Skills for Support Professionals**

- A.** The Emerging Paradigm: Technology-Delivered Support
- B.** The Help Desk Analyst's Role in a Technology Centric World
- C.** Enabling Customer Self Service
- D.** Using E-Mail Effectively to Communicate with Customers
- E.** Improving Your Writing Skills
- F.** Managing and Disseminating Knowledge
- G.** Building a Knowledge Base
- H.** Authoring Reusable Solutions
- I.** Technical Writing Help Desk Documents
- J.** Administering Knowledge Resources

### **V. Handling Difficult Customer Situations**

- A.** Handling Upset and Demanding
- B.** Understanding Customer Behavior
- C.** Calming Irate Customers
- D.** Repairing a Damaged Customer Relationship
- E.** Keeping Yourself in Control
- F.** Learning to Respond, Not React
- G.** Staying Calm Under Pressure

### **VI. Solving and Preventing Problems**

- A.** How to Solve Problems Methodically
- B.** The Problem Management Process
- C.** Solving Problems
  - 1.** Gather All Data Needed to Create Information
  - 2.** Diagnose the Problem
  - 3.** Develop a Course of Action
- D.** Knowing When to Engage Additional Resources
- E.** Taking Ownership
- F.** Problem Owner Responsibilities
- G.** Providing Status to Customer and Management
- H.** Building Good Relationships with Other Support Groups
- I.** Focusing on Prevention
- J.** Performing Trend and Root Cause Analysis
- K.** Determining the Root Cause
- L.** Taking Preventive Action

## **VII. Team and Team Players in a Help Desk Setting**

- A.** Working as a Team
- B.** Characteristics of a Successful Team
- C.** Building a Solid Team
- D.** Managing Conflict in a Team Setting
- E.** Being a Team Player
- F.** Understanding Your Role in the Help Desk
- G.** Understanding Your Role in Your Company's Support Organization
- H.** Contributing to Team Goals
- I.** Communicating Effectively in a Team Setting
- J.** What to do When You are New to a Team
- K.** Developing Positive Working Relationships with Teammates

## **VIII. Minimizing Stress and Avoiding Burnout**

- A.** Reducing the Negative Effects of Stress
- B.** Determining the Cause of Stress
- C.** Developing Effective Coping Mechanisms
- D.** Learning to Master Change
- E.** Getting and Staying Mentally and Physically Fit
- F.** Managing Your Time
- G.** Getting and Staying Organized
- H.** Coping with Deadlines
- I.** Understanding the Time/Stress Connection