

Customer Service Excellence for the IT Support Staff

Duration: 3 Days

Suitable for:

This course has been designed for those in IT support who are required to support less experienced users either face to face or by telephone

Course Summary:

- To develop the level of customer service provided to internal and external contacts by the IT Help Desk, Support Desk and other IT specialists, whilst recognising the technical expertise of the delegates.
- To improve the skills in telephone techniques, running and managing projects, meetings. Also dealing with complaints, difficult situations and handling people.

Programme Outline	
<ul style="list-style-type: none"> • Identifying the existing Help Desk level of service and current working practices • What makes your Help Desk successful? • Objectives and planning • Defining service excellence • Customer expectations • Communicating technical information to non technical people • Confirming understanding and building on the user’s basic knowledge • Pitch, pace and tone • Negative telephone responses to avoid 	<ul style="list-style-type: none"> • Positive telephone responses – expected and unexpected • Planning the unexpected • Questioning, listening and summarising • Involving the user in the solution, whether it is a fault, user error or upgrade to the system • Being assertive not aggressive • How to say no • Prioritising the needs and involving others • Dealing with resistance to change • Recording and giving feedback to colleagues

Courses can be tailored to meet the specific needs of your company and can be run on-site. If you would like any further information, please do not hesitate to email sales@ctcsonline.co.uk

For courses of more than one day's duration, we review each morning the material covered on the previous day to ensure that the delegates are satisfied with what we have done and will make changes as appropriate. At the end of the course each delegate will complete our end of course evaluation form and a copy of this will be given to the course sponsor.

As far as is practical, objectives are evaluated on the course by the trainer who will test knowledge, understanding and any skills taught.

The skills evaluation is carried out in a "live" environment whenever possible. For example, each delegate will be expected to role play in various help desk scenarios each of these will be videotaped at the first morning's sessions.

The videotaping is used to allow for both trainer and peer feedback and both the pros's and the cons are noted. This allows each delegate to see how they react to each of the scenarios in a non-threatening environment where constructive criticisms are encouraged.

The course is a mixture of role play and scenarios with both group and individual exercises.

In the afternoon of the 3rd day the delegates are once again videotaped during role play and scenarios. The feedback given is compared to the feedback that they received on the 1st day of the course.

This will allow each delegate to see the progress and development that they will have made since the first videotaping.

Feedback is always positive as each delegate will have shown a marked improvement in all areas.