



Customer Service for IT Help Desk Staff

Participants will gain critical knowledge and skills that will significantly improve inter-personal and professional interactions regarding help desk customer assistance and support at their organization. Industry best practices, proven communication skills, and skill-based exercises will be used to assure knowledge and skill transfer to the work environment is high.

Course Length: 16 hours/2 days

Learning Objectives Day #1

After this training, participants will be able to:

- Use better service skills and emotional management competencies
- Apply models and methods used in customer service
- Continually assess their own self-awareness and competencies to assist in their skill development
- Live out their Personal Mission Statement
- Apply industry practices to ensure excellent customer service
- Use Help Desk Call Handling procedures
- Apply Call Handling questioning skills

Learning Objectives Day #2

After this training, participants will be able to:

- Explain IT customer service ownership
- Discuss the communication process
- Explain importance and process of active listening
- Apply active listening skills using real customer service situations
- Explain and use a simplified problem solving model
- Use Socratic Questioning in resolving problems
- Apply communication skills with problem solving capabilities
- Practice key conflict management and de-escalating practices
- Maintain a personalized de-escalating plan
- Define stress management and manage it effectively