@yourimpact

Course Title   **IT Helpdesk Excellence Workshop**

Course Overview:

As a result of the programme participants will be able to:

- Understand the drivers of customer satisfaction for their customers
- Plan, make and follow-up effective customer service calls
- Communicate effectively with customers
- Pre-plan calls and effectively understand the issue
- Handle difficult situations and manage customer reactions constructively

Target Audience: This course is aimed at individuals that manage customers over the phone particularly ongoing relationships and customers with technical problems – designed for IT engineers and helpdesk teams. All workshops can be tailored for your particular situation and organisation.

Duration: 2 Days

Programme Modules

- Introductions and personal objectives
- Self and Time Management in a reactive role
- Understanding the drivers of customer satisfaction
- Pre Call Preparation - Why is it worth doing
- Checklist of things to consider before making/answering the call
- First point of customer contact
- Personal style/approach
- Ending the call
- Giving information to the customer and getting what you need from them
- Giving customers information/instructions
- Questioning techniques
- Getting commitment from the customer throughout a call
- Handling difficult situations
- Avoiding some common problem areas
- Action planning
- Summary and close