

Course Outline | Help Desk Skills

1 day(s)

Overview

This course is designed to enable help desk staff to analyse their role and identify the attributes, skills and knowledge required to fulfil their responsibilities effectively.

Course Contents

- Identification and Analysis
- Underlying Principles of Customer Service Support
- Identifying and Defining the Psychological and Practical Needs of the Client
- Anxiety Levels - Gaining Credibility and Trust
- Helping the Client to Express Issues
- Setting Suitable Customer Expectations

Target Student

Anyone whose responsibilities incorporate customer receptiveness to solutions, distance-support to client problems, which require efficient listening and explanatory skills.

Prerequisites

No prior experience is assumed.

Course Outline

Communication

- Efficient and Effective Listening Methods
- Understanding and Utilising Telephone Techniques
- Dealing Effectively with Irritated Clients
- Involving Clients in Problem Solving
- Communicating Negative Information Positively

Closure

- Resolving Complaints
- Compartmentalising Multifaceted Problems
- Ensuring Client Respect and Satisfaction
- Promoting Adequate and Appropriate Self-Sufficiency

Lessons Learnt

- Set Appropriate Client Expectations
- Communicate Effectively with the Client
- Diffuse Anxiety Levels
- Deal Professionally with Frustrated Customers
- Reduce Miscommunication
- Endorse Credibility and User Confidence