

# Customer Service Training: Managing the Customer Experience (DESKITIL, 3 jours)

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## Description

Effective IT customer service can define how both internal and external clients see your organization. In today's challenging workplace, good customer service can increase productivity and can motivate staff to go beyond the strict essentials or their job. In the same way, bad customer service can lead to a loss of productivity that can affect every aspect of an organization's operations. The course Managing the Customer Experience (Customer Service Training) equips the service desk professional with best in class methodologies and practices in the art and science of customer service. In addition this course provides participants with a comprehensive exploration of key troubleshooting skills and methods as they apply in a complex IT environment. Give your staff the skills they need to manage incidents and troubleshoot problems with this eminently practical SETC certified course.

## Tarifs

- Tarification: \$2,750/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

## Plan de cours

### Introducing Customer Service

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Common Mistakes in Providing Customer Service

Developing a Customer Focussed Philosophy

Who are our Clients?

Internal Clients versus External Clients

What goes into Good Customer Service?

The Cost of Bad Customer Service

### Understanding Personality Types

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Towards a Common Vision

Understanding Yourself: Personality Types

Understanding our Assets: Knowledge and Skills

Rewards and Consequences

### Essential Skills for Customer Service

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Emotional Management

How to Provide Service

The Art of Communication and the Sharing of Knowledge

Challenges of a Multicultural and Multilingual Workplace

The Keys to Effective Team Work

### Strategies

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Striking a Balance between Operations and Management

About Managing Stress

About Managing Time

Striking a Balance in your Personal and Professional Life

### Dealing with Difficult Clients

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About Conflict

The Categories of Conflict

Managing Anger

Managing Difficult Behaviours

Mastering the Difficult Client

Concrete Techniques for Managing Difficult Behaviours

## Essential ITIL Concepts for IT Professionals

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Core Definitions

The ITIL Lifecycle

Integrating Processes, Products, People and Partners

The Service Desk and its Responsibilities

How to Manage Incidents

When an Incident becomes a Problem

How to Manage Problems

About Service Provision and Improvement

The Art of Troubleshooting

## Standards in Practice

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About Service Level Agreements (SLAs)

Understanding the Role of a SLA

A Discussion on Service Quality

How to Continually Improve Service Quality

## The Art of Troubleshooting

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Troubleshooting from the Ground Up

Popular Troubleshooting Methodologies

Differentiating Symptoms and Causes

Generating Potential Solutions

Choosing a Solution and Planning its Implementation

Implementing a Solution

Tracking the Solution's Effectiveness

Lessons Learned

A Practical Troubleshooting Lab