

# The High Performing User Support Team

Effective tools and techniques to deliver professional and proactive support to your customers

## An Introduction

In most organisations the helpdesk is the interface between IT Support and your customers, and as such it is imperative that this first point of call is both professional and efficient. This two-day course will allow you to master the key techniques that will enable you to deliver an effective first class service to customers of your helpdesk.

## Designed for...

This course is aimed at both new and experienced helpdesk staff that would like to improve their customer service skills in order to raise the helpdesk service to the highest of professional levels.

Managers of helpdesks should also note that this course would contribute to enhancing the helpdesk's reputation with the customers and increase the information flow through the helpdesk making your service more effective and professional.

## Objectives

As a result of participating on this course you will...

- Understand how to communicate effectively with customers
- Develop effective communication and behavioural skills to enhance customer service
- Deliver a professional service even in crisis
- Retain and relay crucial information from the customer to technical support staff
- Take the principles of managing and delivering customer expectations to a higher level
- Develop a fuller understanding of why and what de-motivates your customers
- Build a CRM 'strategy' to prevent/minimise the de-motivators
- Understand your customers' behaviour model/map of the world
- Develop effective assertiveness techniques to be able to 'manage' your customers
- Identify different types of 'difficult' customers and develop an assertiveness strategy to deal with them – difficult customers come in many guises!
- Develop high quality personal effectiveness techniques to enable you to work effectively under pressure
- Understand the differences between urgent and important tasks within the helpdesk environment
- Reinforce helpdesk teamwork by looking at team factors and dynamics

## Focus - USER EXPECTATIONS

- Understand what your users expect from your helpdesk
- Increase customer satisfaction by building the 'WOW' factor
  - What are the 'three rings of perceived value'?
  - What the user 'sees' through their mind's eye when they phone the helpdesk
  - How can we enhance the third ring (the user's first impression of the helpdesk)?

## PROFESSIONAL COMMUNICATION TECHNIQUES

- Defining what your users needs are
- Using proactive questioning models to establish needs
- Probing and reflecting techniques to extract technical information from the user and turn it into meaningful statements
- Developing a 'non interrogative' style of questioning to put the user at ease

## ACTIVE LISTENING

- Understanding different styles and when to use them
- Recognising the barriers to effective listening within the helpdesk environment
- The importance of active listening on the telephone
- The key skills of active listening and how to use them to build empathy and control the flow of the call
- Creating the right image in the users' mind by using the '3P's' -Pitch, Pace and Pause

## UNDERSTANDING CUSTOMERS MOODS

- The essential skill for all support staff is to understand the user's mind set when things have gone wrong
- Introducing the principles of Transactional Analysis to deal with difficult and challenging users
- Using Transactional Analysis to aim for a 'win/win' outcome with your user
- Using Transactional Analysis to maintain you own positive state of mind

### ASSERTIVENESS PRINCIPLES

- Defining what is meant by Assertive, Aggressive and Passive behaviour
- Recognising that assertive behaviour is the real way forward for you and your users
- Using recognised assertiveness models to build relationships and for problem resolution

### PROBLEMS OR OPPORTUNITIES?

- Is a user complaint a problem or an opportunity?
- Do you have a customer with a problem OR a problem customer?
- Using the unique 'B.E.T.A.' Way of problem resolution
- **B**e Concerned; **E**stablish the facts; **T**est for agreement; **A**ction agreement
- Successfully manage your users by bringing out their positive side

### WORKING EFFECTIVELY WHILST UNDER PRESSURE

- The helpdesk environment can be highly demanding and pressurised therefore you must learn how to deal with it
- Understanding your inner voice and what it is telling you
- You must manage yourself before you can manage your users
- The importance of setting priorities
- Determining the difference between URGENT and IMPORTANT tasks
- How to prioritise your work within the reactive helpdesk environment

### THE ESSENTIALS OF HELPDESK TEAMWORK

- Developing openness and trust within the helpdesk team
- The Ten Team Performance Factors (10TPF) of a helpdesk team
- Understanding team dynamics and how to build a performing team