

Effective Help Desk - Key Competences Training



Purpose of the training

The training is dedicated to support teams and help desk staff



Benefits of completing the training

Benefits resulting from completing the training:

- Knowledge of the quantitative and qualitative Help Desk performance indicators
- Ability to build a professional image of the Help Desk department
- Knowledge of the most important mechanisms / elements of effective communication
- Ability to effectively communicate during F2F and telephone conversations
- The ability to adapt to the customer and build a good contact
- Knowledge of techniques to help avoid misunderstandings and the ability to use them in practice
- Ability to communicate effectively and professionally using electronic media
- The ability to use customer needs analysis techniques in practice
- Ability to deal with difficult situations when working with clients



Expected Listener Preparation

The training does not require any prior preparation.



Training Language

- Training: English
- Materials: English



Duration

2 days / 14 hours

Training agenda

1. Module 1. What is an effective Help Desk?
 - The role and place of Help Desk in IT processes
 - Basics of ITIL philosophy
 - Help Desk organization
 - Performance measures
 - Help Desk as a key area for building a positive IT image in the organization
 - Key problems and challenges
2. Module 2. Simulation game – introduction to the subject of communication in the Help Desk
 - Simulation game aimed at showing the most important elements of effective Help Desk communication
 - Communication from the general to the detail and matching the language to the message sender level
 - Typology of communication styles – impact on effective communication
3. Module 3. Effective communication of the Help Desk employee part 1
 - Positive attitude in the situation of user handling – customer service pillars
 - Model 4 P
 - Verbal and non-verbal communication – how to communicate effectively face to face and during a telephone conversation
 - Voice modulation as a telephone communication tool
4. Module 4. Effective communication of the Help Desk employee part 2
 - The most common sources of confusion in communication with the Help Desk client
 - Skills to formulate understandable and precise statements
 - Ability to understand the statements of other people
 - Model of four levels of messages according to von Thun
5. Module 5. Reaching the client's needs
 - Techniques for effective acquisition of information from clients
 - Open and closed questions – when to use them
 - Different types of questions – their effectiveness depending on the purpose of the conversation
 - Active listening – hearing versus listening
6. Module 6. Difficult talks with clients
 - Assertive, it is how?
 - NVC approach – non-violent communication

- 5 life jackets in communication with a difficult customer
- Building assertive messages
- Assertive refusal
- Border protection
- Coping with negative emotions – coping techniques