

TECHNICAL SUPPORT SKILLS

“Learn lots of great skills and techniques to deliver excellent customer service for IT, engineering and technical support professionals.”

Why you should attend this course

This half-day training course will help to delight all your customers - internal and external – using the telephone, email, or face to face.

Key learning points include:

- Learn the specific skills needed to deliver excellent service on the telephone, face to face and online.
- Apply the SPECIAL model to your user and customer support issues
- The right way to make a great first impression and make people feel important.
- How to quickly ‘tune-in’ to customer requirements and exceed their expectations.
- Use a template of best practice for tickets, call-outs, calls and common inquiries.
- Use effective questioning techniques and listening skills to gather information quickly.
- Greater professionalism, ownership and accountability of service and customer issues.
- How best to use online chat, reply to reviews and respond to messages.
- The keys writing and responding to customer emails
- Stay positive and deal with difficult customers
- Proven ways to manage customer expectations to increase overall satisfaction



About the trainer and course format

This course will be delivered by an experienced trainer with a real expertise and knowledge of the subject. The course will be informal, engaging and include many practical activities.

Live online one-day training course: price: £95 plus VAT per person.

£195 per person for one-day classroom workshop, minimum three participants, plus travel costs.

email@brilliantcs.co.uk

Technical Support Skills

- ✓ Online or onsite in-house training course.
- ✓ Expert trainer with subject matter expertise.
- ✓ PDF manual for reference.

Course objectives and key principles

- Key principles of technical support excellence
- Review of call types and skills needed

Customer service experience

- Understanding customer experience
- The SPECIAL model for delivering customer service excellence
- How to manage expectations and say no nicely

Connecting with customers

- Brilliant first impressions and last impressions phone, email, in person and online
- How to ask for information and manage an online conversation
- Providing information and answering questions effectively

Customer email writing skills

- How to write clear, positive, and professional emails, posts or answer review comments
- Top recommendations for email best practice and etiquette.
- Practical tips on how to edit and proof-read emails for accuracy, brevity, and clarity.

Dealing with difficult customers and situations

- How to aim for success and plan for failure
- Using the GREAT FUN model to turn problems into opportunities
- Specific gestures and phrases that put customers at ease.

Solving technical problems best practice

- Course summary
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