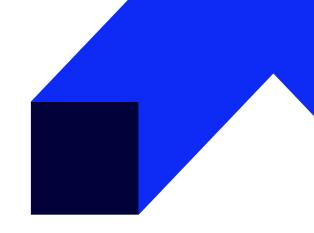


kod szkolenia: HR-IT-Efekt+HD / EfektywnyHD_ENG

Effective Help Desk - Key Competences Training





Training recipients

The training is dedicated to support teams and help desk staff



Benefits

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



Training program

- 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
 - $\circ\,$ 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
- o 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
 - o 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
 - o 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
 - o Techniques for effective acquisition of information from clients
 - Open and closed questions when to use them
 - o 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
 - o 5 life jackets in communication with a difficult customer
 - Building assertive messages
 - Assertive refusal
 - Border protection
 - Coping with negative emotions coping techniques



Expected preparation of the participant

The training does not require any prior preparation.



Czas trwania

2 dni / 14 godzin



Language

Training: EnglishMaterials: English