

# Technical Support Skills

This course is designed specifically for support staff who handle a range of technical or product related enquiries. It is important to recognise just how much of an impact any company's support staff will have on their customers, the impression given to these customers is vitally important in maintaining an on-going relationship. With this in mind, this course focuses on making sure that calls are seamless and efficient and more importantly effective at getting straight to the heart of the customer's needs. The delegate will use a range of practical tools in order to be able to influence and steer the communication towards an agreed resolution.

## **Aim -**

To understand the importance of first impressions, structure, information exchange and agreed outcomes.

## **Objectives -**

- Specify the five phases during the communication process
- Define the difference between assertion and aggression
- List the preparation required before any call
- Demonstrate focussed listening skills
- Explain why they would use different questioning techniques and list four different types
- List five ways how to maintain their own energy, performance and motivation levels
- Demonstrate how to negotiate for more information
- Explain how to use an assertive intervention and how this is used as a pattern interrupt
- Specify how to bring the call to a close and an agreed outcome

## **Agenda -**

Welcome  
Objectives and expectations

### **Module 1 - Preparation**

First Impressions  
Telephone behaviours  
Call structure

## **Module 2 - Basic Communication**

Active listening

Questioning techniques

Assertive interventions

Agreeing outcomes

## **Module 3 - Motivation**

Attitude and behaviour

Perception and assumptions

Voice, tonality and inflection

## **Module 4 - Advanced Communication**

Complaint handling

Negotiating for information

Influential language patterns

## **Close**

Objectives re-visited

Agreed implementation plan