



# IT SERVICE DESK PROFESSIONAL

TRAINING COURSE OUTLINE



## Introduction

The IT Service Desk professional is a three-day training course which leads provide the skills, competencies and knowledge that an IT Service Desk requires in order to deliver professional and effective support.

The course encourages participants to debate the skills, knowledge and attributes required for staff to succeed in their roles, learn the importance of customer relationship management, and review the service skills required to develop and maintain good working relationships with customers and peers.

## Duration

3 – days workshop

## Learning Objectives

### You will learn how to:

- ❖ Understanding the important of Service Desk to build IT Department's image with customer
- ❖ Apply best practice teamwork to build the team
- ❖ Apply best practice communication techniques to connect with your customer
- ❖ Choose and apply techniques that create customer loyalty and exceed expectations
- ❖ Respond positively and constructively to customer problems

## Target Audience

### This course is intended for those as below:

- ❖ Service Desk Staff
- ❖ IT Helpdesk Staff
- ❖ Customer Service Staff
- ❖ Technical Support
- ❖ Front-line or Support Staff
- ❖ Service Desk Supervisor
- ❖ Service Desk Team Leader

- ❖ IT Operation Manager
- ❖ Service Desk Manager
- ❖ Any IT Staff who would like improve the customer service competency

## **Training contents**

### **Module 1: Introduction to IT Support Service**

- ❖ The evolution of Information Technology
- ❖ The evolution of IT Service Desk
- ❖ The Successful IT support components
- ❖ The Information technology driven
- ❖ Introduction to Customer Service

### **Module 2: Service Desk Professional**

- ❖ Service Desk functions
- ❖ Service Desk objectives
- ❖ Service Desk benefits
- ❖ Service Desk organization structures
- ❖ Service Desk Roles and Responsibilities
- ❖ Service Desk required skills
- ❖ Service Desk staffing
- ❖ Measuring Service Desk performance
- ❖ Outsourcing the Service Desk
- ❖ Cost center versus Profit center
- ❖ Service Desk consideration factors

### **Module 3: Effective Service Desk Teamwork**

- ❖ Characteristics of a successful team
- ❖ Building a solid team with Tuckman model
- ❖ Managing conflict in a team
- ❖ Understanding your role in the Service Desk
- ❖ Contributing to team goals
- ❖ Communicating effectively in a team

### **Module 4: Professional Telephone Skills**

- ❖ Introduction to power of Telephone
- ❖ Common Telephone technologies

- ❖ Handling calls professionally from start to finish
- ❖ Knowing when and how to transfer calls
- ❖ Fine tuning your telephone skills

### **Module 5: Effective Listening and Communication Skills**

- ❖ Being an active listener
- ❖ Knowing what to listen for
- ❖ Communicating with customers
- ❖ Tone of voice
- ❖ Understanding customer communication styles

### **Module 6: Managing Difficult Customer Situations**

- ❖ Handling difficult customer situations
- ❖ Winning over difficult customers
- ❖ Calming irate customers
- ❖ Keeping yourself in control
- ❖ Stress management techniques

### **Module 7: Solving and Preventing Incidents and Problems**

- ❖ Introducing to solve incidents & problems process
- ❖ Gathering the data to create Information
- ❖ Diagnosis the Incident
- ❖ Asking Questions
- ❖ Simulating the Customer's Actions
- ❖ Using Diagnostic Tools
- ❖ Developing and Executing a Course of Action
- ❖ Taking Incident Owner Responsibilities

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