ITS Service Desk Training

PHONE ETIQUETTE

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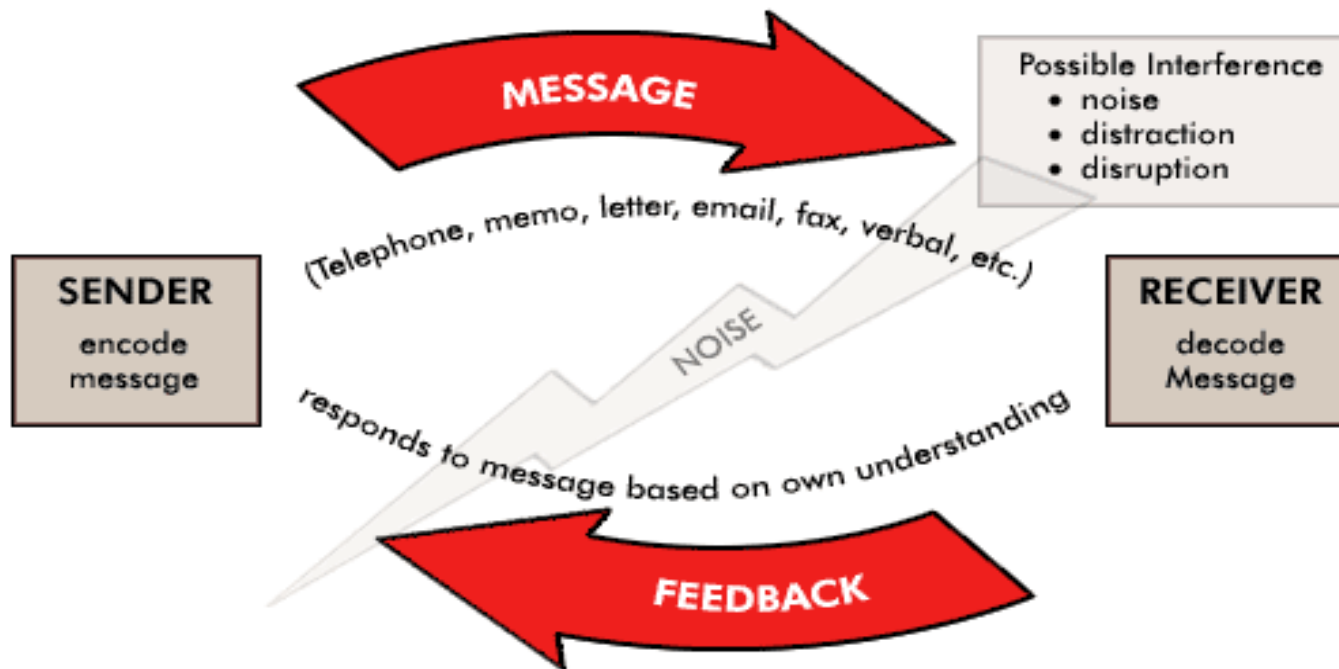INFORMATION TECHNOLOGY SERVICES

Agenda

➢ Understanding Communication

➢ Know the Phone Basics

➢ Listening is a Skill

➢ Responding

➢ Dealing with Difficult Customers

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What is Communication?

The Communication Model

SENDER
encode message

MESSAGE

(Telephone, memo, letter, email, fax, verbal, etc.)

NOISE

responds to message based on own understanding

FEEDBACK

Possible Interference
- noise
- distraction
- disruption

RECEIVER
decode Message

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What is Frame of Reference?

Telephone Basics

- Identify yourself and your organization
- Posture – Sit up Straight
- Smile and make it fun
- Speak Clearly –We are international
- Use the Caller's Name (and Title if possible)

- Be prepared to apologize
- Ask to put caller on hold
- Respect the Time
  - Callers and Yours
- Call the person back
- Stick to the script when you can
- Be patient and give the customer your attention

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Listening is a Skill

Listening well and answering well is one of the greatest perfections that can be obtained in conversation.

Francois De La Rochefoucauld

French Classical Writer

1613-1680

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Cause of Poor Listening

➢ Physical Barriers

➢ Mental Barriers

➢ Gender/Cultural/Age Barriers

➢ Semantic Barriers

Cause of Poor Listening

A woman called to the help desk at her company completely upset. "It's not here" she complained. "I've spent over an hour looking, and it's just not here? Can you help me?"

What's not there?" asked the technician, thinking this might finally be a problem worth his time. The woman said, "The program says to press any key and there simply is no *Any Key* on my keyboard!"

Good Listening Tips and Techniques

➢ Be an Empathetic Listener – not a Sympathetic Listener

➢ Be an Active Listener – not Active during listening

➢ Take Notes while you are listening

➢ Relate Information to current policies and procedures

➢ Identify speakers main points

➢ Be open minded – Try to avoid prejudice

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Responding to callers

➢ Stick to the Script – when Possible

➢ Do your research – the answer may be out there

➢ Follow Up with the caller

➢ Know Your Caller – Look them up if you can

➢ Be aware of your tone

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The Obnoxious and Irate Customer

➢ Don't take it personal – never argue

➢ Listen between the lines – what is really wrong

➢ Show Empathy – let the customer vent

➢ Work on identifying the issue to create a solution

➢ Get the manager/team leader's help

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THANK YOU

Questions and Discussion

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