

# **IT Support: Communication**

**Modality: On Demand**

**Duration: 20 Hours**

## **About this course:**

This course provides insights into the communication skills and acumen needed to be a successful support agent. Effective communication, both with the customer and with internal resources at your company, is critical to the success of anyone considering a role in IT Support.

The course begins with a review of effective communication strategies that will help you develop a rapport with your customer. You then examine ways to connect with your customer through phone, email, chat, and social media, including a demonstration of empathy and communicating at the customer's level of expertise. Finally, you examine how to deal with challenging customers and how to defuse a customer's anger. At the completion of the course, you will have a greater appreciation for the communication skills that a successful support agent needs to develop.

This is the second in a series of four courses that are targeted to individuals who are considering a move into IT Support.

## **Course Objective:**

- Introduce effective communication strategies
- Develop a rapport with your customers
- Interpret and paraphrase the customer's message
- Demonstrate empathy towards your customer
- Review chat etiquette best practices
- Communicate at the customer's level of expertise
- Differentiate between implicit vs. explicit customer messages
- Understand how to respond effectively through phone, email, chat, and social media
- Satisfy a challenging customer and defuse the customer's anger

## **Audience:**

- IT Support officer

## **Prerequisite:**

- There are no prerequisite required for this course

## **Course Outline:**

## **Effective Communication Strategies**

- Introduction to Effective Communication Strategies
- Who do Support Agents Communicate With?
- Develop Rapport with the Customer
- Interpret the Customer's Message
- Paraphrase the Customer's Message
- Module Assessment Exam

## **Connecting with the Customer**

- Demonstrating Empathy
- Chat Etiquette Best Practices
- Communicating at the Customer's Level of Expertise
- Module Assessment Exam

## **Communicating Through Email**

- Implicit and Explicit Messages
- Responding to Email Messages
- Using ACCRUE Vocabulary when Responding to Messages
- Module Assessment Exam

## **Dealing with Challenging Customers**

- Challenging Customer Types
- Satisfying a Challenging Customer
- Defusing Anger
- Module Assessment Exam

## **Course Conclusion**

- Graded Exercise: Communication
- Final Course Exam?