

*Webinar on*

# **Tech Etiquette For Customer Service Help Desk Professionals**

*Date : 20 March 2019*

# Learning Objectives

- How to best represent your co or your department by relating to the customer*
- Diagnosing Issues*
- Deal with a Customer's Misrepresentations*
- Determine the Customer's Need*
- Troubleshoot the Customer's Problem*
- Delivering Solutions*
- Educate the Customer*

In this webinar, you will learn skills you can use as a technical customer service representative.

**PRESENTED BY:**

*Audrey Halpern is a soft skills training facilitator consultant with 20+ years of experience. She has a background in human resources, as well as in instructional design. She has a proven track record of achieving positive results within a variety of sectors and industries including state and federal government, non-profit, technology, legal, marketing retail, manufacturing, healthcare, and pharmaceutical. Audrey's is currently a faculty member of the American Management Association where she trains communication skills.*

Date : 20 March 2019

Time : 01 : 00 PM EST

Duration : 60 Minutes

Price: \$149

# Webinar Description

You know you're good at your job, and you know what needs to be done. But sometimes, despite your best efforts, nontechnical colleagues can't wrap their minds around what it is you're telling them. As a provider of customer service in a technical field, you need to interact with customers to address their technical concerns. To do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this webinar, you will learn skills you can use as a technical customer service representative.

If you're like most technical professionals, your communications, whether written or verbal, are filled with lots of technical jargon and pseudo-codes to communicate meaning in the most efficient way possible

And that's great when you're talking with other technical professionals. But what happens when you're talking to nontechnical professionals like your internal customers

New research shows that being able to communicate with everyone in the company will be the most important skill for IT professionals in the future



# Who Should Attend ?

*Technical customer service or  
IT help desk professionals*



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