ADDING VALUE TO YOUR IT CUSTOMER SERVICE DELIVERY

Would it help your organisation if your IT Department improved the quality of its service delivery?

The IT Department can become a communication silo. This course was designed by an organisational psychologist to relaunch the internal/external customer service charter of the IT Department.

There has been a major push in Australia towards ITIL® (Information Technology Infrastructure Library). This is becoming a default standard in the IT industry. This identifies that IT is a service and all IT workers are service providers. However, this breakthrough course goes further and creates a "service" culture and mindset within the IT Department.

Imagine taking your IT Team to the brink of customer service excellence where they are completely engaged by the service nature of their role too. There is a perception that some IT workers don't really want to be "service providers".

Ideally IT should be like every other top quality service ... you don't notice it until you need it and then when you do there is always room for value-add.

Test the quality of your existing IT service delivery

Just answer Yes or No to the following statements:

1. Our IT Department responds to all queries in a timely manner   Y | N

2. Our IT people are always polite   Y | N

3. Our IT people are comfortable being in a customer service role   Y | N

4. Our IT people avoid jargon and communicate clearly   Y | N

5. Our employees rate the IT service delivery highly   Y | N

6. Our IT people communicate delays in advance when possible   Y | N

7. Our IT people take responsibility for problems instead of blaming "other people"   Y | N

8. Our IT people are open-minded to new ideas to improve the overall service   Y | N

9. Our IT department works seamlessly   Y | N

10. Conversations with the IT department usually end amicably   Y | N

11. Our IT people do not appear frustrated when contacted   Y | N

12. Our IT people follow up to ensure critical problems have been rectified   Y | N

If you have answered No to more than 3 of these questions you should strongly consider this course for your people

KEY LEARNING OUTCOMES

At the conclusion of this course your IT Team will be able to:

1. Understand the customer's expectations
2. Recognise that IT is an internal and external customer
3. Calibrate the level of existing service delivered
4. Develop a customer service charter
5. Work collaboratively with different personality styles
6. Put themselves in the customer's shoes who may have limited IT knowledge
7. Understand the importance of building rapport
8. Resist the temptation of symptomatic responses
9. Calibrate the zone of tolerance with customers
10. Debunk any negative connotations about being in a service industry
11. Deal with difficult internal and external customers
12. Communicate more effectively with people from different generations
13. Tally the impact of professional impact in the IT industry
14. Build feedback loops to drive better outcomes
15. Search for win/win outcomes and learn how to invent them
16. Change deadlines seamlessly and reset expectations
17. Feel comfortable having courageous conversations with peers and direct reports

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The Nuts and Bolts

This program can be conducted as in house training at your offices.

Guidelines

→ **Group Size**: An ideal group size is 6–10 participants.

→ **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.

→ **Duration:** Each course can be conducted as a one day program.

→ **Cost:** Upon request.

Look at what you receive within 24 hours at no cost:

→ a program outline

→ training cost

→ possible training dates (if requested)

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Preferred Training Networks

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