

***23 ½ Big Fat Lies
and Misconceptions***

about

Help Desks

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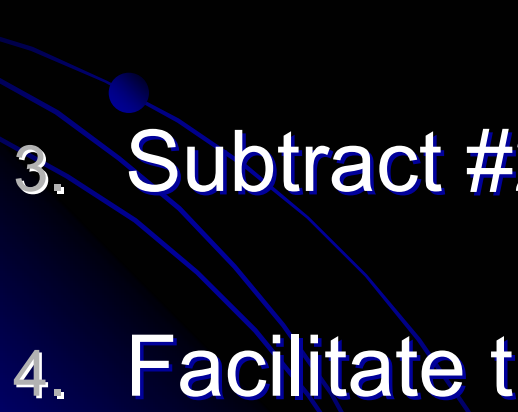
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Why do Anything????

- **Group dynamics change**
- **Staff growth will suffer**
- **Staff will get off the team bus**
- **Job Pride diminishes**
- **Will eventually affect bottom line**

PDP

Personal Development Plan

1. Evaluate Training needs of the Job
 2. Evaluate Educational level of employee
 3. Subtract #2 from #1
 4. Facilitate the training
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Help Desk Institute

1. Listening Skills	94.7%
2. Verbal Skills	95.7%
3. Telephone Customer Service	94.2%
4. Questioning Skills	93.5%
5. Problem Solving Skills	90.4%
6. Ability to work under pressure	87.2%
7. Ability to think logically	86.6%
8. Team Player	85.5%
9. Temperament	84.3%
10. Ability to Learn Quickly	84.4%

HDI con't.

11. Ability to Handle Change	73.2%
12. Analytical Skills	73.1%
13. Self Starting and Independence	65.5%
14. Persistence	61.3%
15. Ability to handle Multiple Projects	56.4%
16. Software Technical Skills	49.7%
17. Organizational Skills	47.7%
18. Hardware Technical Skills	34.9%
19. Writing Skills	34.2%
20. Administrative Skills	18.9%

Fortune magazine has dubbed

“workers with interpersonal skills”

as

“The Worker Elite”.



**I'll get back to the customer
when I get to it**

**IF YOU TELL A CUSTOMER THAT YOU
WILL DO SOMETHING**

**THEN DO IT ASAP AND THEN LET THEM
KNOW THE OUTCOME.**



Once the Incident is Closed My Job is Done.

Having a Service Attitude means that:

You Go the Extra Mile

Willingness to Help

You take extra steps to ensure customer satisfaction

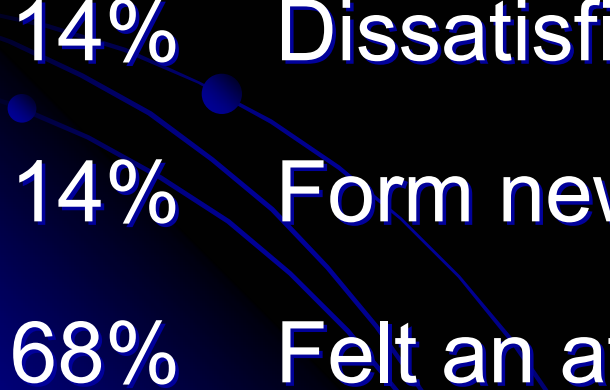
Positive Attitude


You Pull Out all the stops

Be Respectful and Courteous

You Believe in giving Excellent Customer Service

Angry Customers Are Lost Forever

- 1% Die
 - 3% Move away
 - 14% Dissatisfied with your product
 - 14% Form new relationships
 - 68% Felt an attitude of indifference
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- Many dissatisfied customers never complain
 - Dissatisfied customers will tell 20 of their friends about the poor service they received.
 - Happy customers will only tell 5 friends.
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In the first 2 seconds of a face to face conversation:

- I have an impression that takes 4 minutes to change.
- In a phone conversation it takes 5 minutes to change.

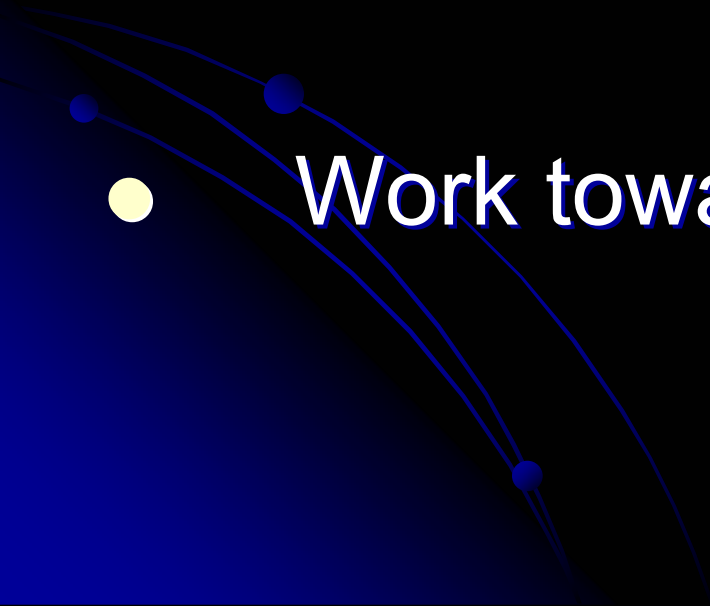
**If your Customers
aren't coming to you**

**It doesn't necessarily mean that
you have met all their needs.....**

**Maybe they have just given up
on you.**

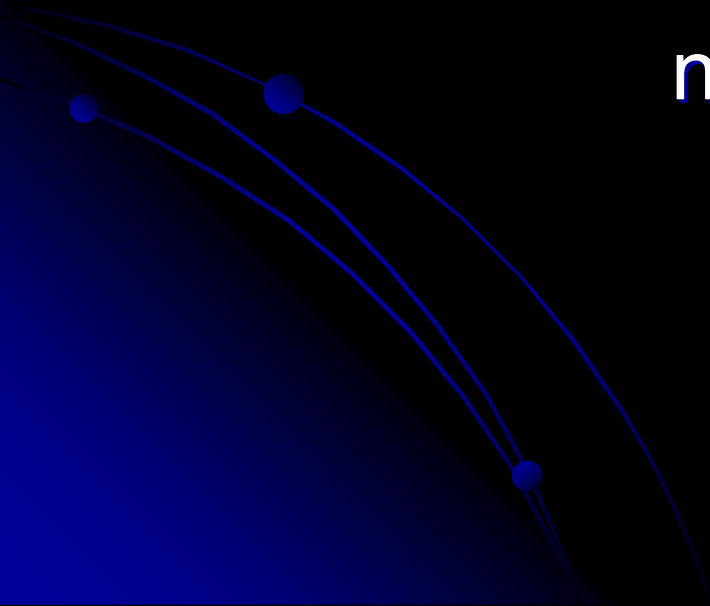


A Team Player:

- Works well with others
 - Shares information
 - Work towards a common goal
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Jack Welch.....Straight from the Gut.....

Only satisfied customers
can give you job security,
not companies.



You may need this job as a
reference...

Make it a good one.



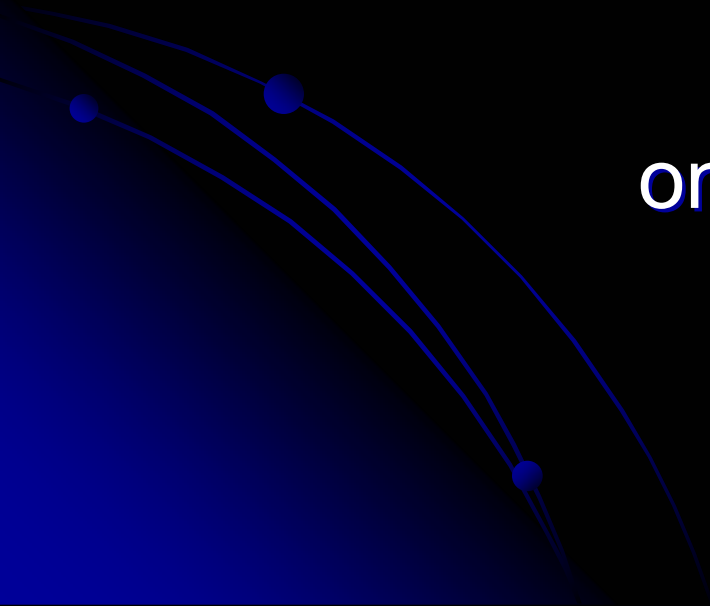
I'm the boss around here.

Nordstroms Guideline is:

1. Use good judgment in all situations
2. There will be no additional rules
3. Please feel free to ask you department manager, division manager or store manager any question at any time.

TIME FOR ACTION

I commit to addressing
the following lie
on my help desk.



Thank You

Barry Leinbach and Associates

Specializing in The Best Ever:

Team Building

Help Desk and

Customer Service Training

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