



Client Service for IM/IT Professionals

A Two-day Workshop

Hull, Quebec

Institute Classroom 1-811
Place du Portage, Phase III, B-1E

Dates

September 17 & 18, 2001
Time 8:30 am to 4:00 pm

**Register by
September 3**

In English

LIMITED TO 24 PARTICIPANTS

Registration \$595 (2 days)

About this Workshop

This facilitated session will enhance your ability, as an IM/IT professional, to provide excellent service to your customers in a way that - deals with your issues in a forward looking manner, allows for openness and honest dialogue and identifies a clear path forward for the key topics and issues.

What You Will Learn

- Improve your customer relationships
- Reduce stress in your interaction with customers
- Create a practical action plan to implement the *Six IT Customer Service Competencies*
- Enjoy a more rewarding and satisfying job experience
- An introduction to Customer Relationship Management (CRM) concepts

Unique Workshop Feature

Explores how your personal behavioural style influences your dealings with your clients.

Who Should Attend

- Help desk and support staff
- Managers and supervisors
- Anyone with direct customer contact

Workshop Content

- New rules of customer service
- The IM/IT competency matrix
- Three foundations of customer satisfaction -
The internal customer, The exceptional customer attitude, Customer friendly systems
- Setting service priorities
- Handling complaints
- Recovering customers
- The five-step problem solving model
- Personal action plan development
- Intro to Customer Relationship Management

Your Workshop Leader

Dave Neely spent 18 years with IBM Canada in the Customer Service Department. He specializes in delivering customized in-house presentations to large and small organizations, in both public and private sectors. His passion and enthusiasm ensure that you leave this workshop energized and ready to apply the new concepts you have learned. Dave also has an undergraduate degree in psychology.

Registration Information

- Registration is on a first-come, first-serve basis
- Email françoise.joanisse@pwgsc.gc.ca or call 956-4272
- Fax an authorized training request (GC211) to 956-7223
- You will receive a confirmation by return fax

