

ICT Communication Skills

Basic communication



For many organisations, interaction with the client is just one of the elements of daily operational management. However, these moments of contact are crucial for the image and perception of the customer. Crucial to the point where it can mean the difference between doing business or not. Both the business and private customer expect professional and polite handling of his request; everything that does not meet this standard means a negative experience. Good communication skills are the basis for getting a good relationship with a customer. That's no news to you. An employee, who understands the influence of his attitude, choice of words, in short the whole communication package, will tend to deploy communication as an aid for that ultimate goal: a satisfied customer.

From testing the current quality by means of the 'mystery shopper' concept, to developing a training plan and monitoring long-term quality via update sessions, for example, we can present the complete range of detailed communication training courses. Our trainers have offered proof of their competence and skills with major financial, call centre and ICT institutions and will do their best to let your organisation make a good impression.

Course Contents

Subjects covered during the standard 2-days ICT Communication Skills Training are:

- Personal customer experiences
- Communication
- Telephone etiquette
- Conversation structure
- Customer typological
- Bringing bad news
- Dealing with complaints

During both days, theory will be complemented by exercises and roll plays. Students can count on a Trainer who will give a lot of personal attention and who is very committed to stimulate students to an active contribution to the course.

Target Group

Why is this training extremely interesting for ICT companies?

The most important product of an ICT company is its service delivery. Typically you see in these companies a Sales oriented department where communication is clearly a key part of their job role. Another part of these companies is the department responsible of delivering the sold product where people have mostly a technical background. It's often underestimated how important this group of employees is towards customer relationship. Although these employees sometimes have more customer contact than the sales department. They face the customer personally, via e-mail, telephone, depending on the position of the employee (helpdesk, (project-) engineer. So it's very worthwhile to train and coach this group of people in their customer contact moments. This contributes not only to a more positive customer experience, but the employee himself will also experience more joy and confidence in these contact moments. And a better communication skilled technician can also use these skills internally. This can improve for example the contact moments between the sales and service department.



Reservation and Registration

We will be glad to make a free and non-binding course reservation for you for the duration of two weeks. On www.experteach-benelux.com under *Registration*, you can conveniently make course reservations, registrations, and hotel reservations. Alternatively, call us under +31 (0)76 52 32 950.

For closed groups of participants, we can modify the course contents according to your requirements. Do not hesitate to contact us!



2 days **Pricing information on request**

Course date (dd.mm.yy)/Location

Course dates available on request

Up-to-date information: www.experteach-benelux.com ONE6



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