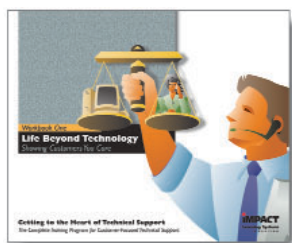


## Getting to the Heart of Technical Support™

Blended Learning Version



### The perfect course for:

- Hardware and software support engineers
- Help desk engineers
- Customer care representatives



## Make the connection

with the complete training program for perfect customer-focused technical support calls. Developed especially for technology-based industries, *Getting to the Heart of Technical Support™* teaches your employees the skills they need to interact positively with customers—both internal and external. They'll leave the program feeling motivated and excited about their jobs and ready to deliver world-class service.

## Course content

### Module 1: Showing Customers You Care

- Discovering the customer service role in technical support
- Developing a customer-focused attitude
- Integrating ethics and values into the technical support environment

### Module 2: Using Language to Serve the Customer

- Using positive language
- Using language the customer can understand
- Using transitions to move through the call
- Building rapport

### Module 3: Opening the Call

- Opening the call
- Interrupting the caller
- Transferring a call

### Module 4: Uncovering Customer Issues

- Questioning to determine customer needs
- Honing your listening skills
- Confirming your understanding

### Module 5: Solving Customer Problems

- Developing a problem statement
- Classifying the problem
- Handling requests you can't fulfill

### Module 6: Handling Challenging Calls

- Maintaining your poise with challenging calls
- Preventing challenges from escalating
- Dealing with upset customers

### Module 7: Closing the Call

- Securing customer satisfaction
- Closing and documenting the call

*"This course is a must for any technical support function! If you're operating without a structured program like this, and simply allowing a technician to 'acquire' this knowledge, then your company is in danger of losing many customers that it could easily retain."* RANDY MCGEE, INTERNET SUPPORT SUPERVISOR, CENTURY TEL

## About Impact Learning Systems

We've been helping organizations improve and sustain the performance of their sales and service departments since 1995. Our goal is to help your employees measurably improve their customer contact skills so that your business prospers and your employees feel good about their contribution. Our programs teach usable skills while building team enthusiasm and a positive work environment.

## What is blended learning?

Blended learning combines online delivery of content with classroom practice sessions and on-the-job exercises.

- **Online content**  
Participants complete online modules at their desks, in a learning lab, or from a remote location. Each of the seven modules takes about 45 minutes to complete and is full of examples, exercises, and action plans to help participants immediately put their newly learned skills into practice.
- **Live, instructor-led sessions**  
Classroom follow-up sessions of 45-90 minutes per module give participants the opportunity to discuss the learning, review exercises, interact with peers, and practice skills through innovative group activities.
- **On-the-job exercises**  
Participants put their learning into practice through 21 valuable exercises that can be completed while handling live calls.

The entire course takes approximately 14-16 hours to complete, and is delivered in flexible increments to meet the needs of your schedule.

## Sustained Impact™ tools

Research has shown that there is a 15-25% drop in performance after training if it is not reinforced on the job by managers or supervisors. Protect your training investment with these Sustained Impact™ Tools:

- **Making It Happen™**  
This training program teaches team leaders, supervisors, and managers the monitoring and coaching skills they need to reinforce the training and sustain improved performance. It includes a workbook, an audio tape, and reproducible coaching forms. Positive coaching assures that your training investment will pay off!
- **Coach's Toolkit** (coming soon)  
This practical toolkit contains action plans, examples of correct and incorrect skill use, job aids, and refresher games and exercises to help team leaders and supervisors continually improve team performance.
- **Professional Certification**  
Ask about our certification programs for your technical support representatives, team leaders, and trainers. Impact-certified professionals are able to achieve the sustainable results you need to dramatically improve your organization's customer service.

## Need more information?

Please contact us at 800-545-9003 or [info@impactlearning.com](mailto:info@impactlearning.com).

POST OFFICE BOX 14110  
SAN LUIS OBISPO, CA 93406-4110 USA

☎ 800.545.9003 or 805.781.3283  
[www.impactlearning.com](http://www.impactlearning.com)

The logo for Impact Learning Systems International features a red circle above the word "IMPACT" in a large, bold, black sans-serif font. Below "IMPACT" is the text "Learning Systems" in a smaller, bold, black sans-serif font, and "INTERNATIONAL" in a very small, all-caps, black sans-serif font.