

Great Internal IT Client Service

User satisfaction comes from great internal client service. This class is specifically designed for individuals and departments that provide services to fellow employees within their company, as opposed to external clients. For example, the Sales, Marketing, Finance and Human Resources groups are clients of the Information Technology (IT) department because IT provides services to these groups.

User satisfaction requires more than only technical ability. It also requires the capability to understand user needs, communicate effectively, properly measure user satisfaction and the ability to create a service-oriented environment.

Class Topics include:

- Internal client service essentials
 - Why the concept of internal client service important
 - Characteristics of poor, good and great client service
 - Ideal internal client service vs. realistic client service
 - Resource prioritization
 - Deadlines, ongoing communication and follow up
 - Being proactive vs. reactive
 - Difference between client service and relationship management
 - Developing processes that facilitate efficient service
 - Measurement: If you can't measure it, then you can't monitor it or improve it
 - Ways of showing service ownership
 - Measuring internal client satisfaction
- Manager's role in service success
 - Leadership attributes/processes needed to create a service-oriented environment
- Communication and interpersonal skills
 - Passive, Aggressive, and Assertive
 - Visual, Auditory, and Kinesthetic Communications
 - Building Rapport on the Phone
 - Listening Framework
 - Listening Styles

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organizational success!***

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Key Take-A-Ways:

- Insights into internal client service concepts, politics, and best practices
- Leadership attributes/processes needed to create a service-oriented environment
- Specific actionable techniques to enhance your user satisfaction