



Great Internal 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), rather than 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.

Listed below are some of the topics covered in this class.

The essence of internal client service

- What is internal client service?
- Why is the concept of internal client service important?
- Characteristics of poor, good and great internal client service

Setting internal client expectations

- Ideal internal client service vs. realistic internal client service
- Prioritizing your resources because all internal clients are not created equal
- Importance of meeting deadlines, ongoing communication and follow up

Providing great service

- Being proactive vs. reactive
- The difference between client service and relationship management
- Developing processes that facilitate efficient service
- Ways to efficiently communicate with your internal clients
- 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

Food for thought

- Your group has too many requests to make all your clients happy. What do you do?
- One senior manager is over-using your team's resources. What do you do?