

Great Internal IT Client Service

Course Summary

Description

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.

Objectives

At the end of this course, students will be able to:

- Gain insights into internal client service concepts, politics, and best practices
- Devise leadership attributes/processes needed to create a service-oriented environment
- Develop specific actionable techniques to enhance your user satisfaction

Topics

- Internal Client Service Essentials
- Manager's Role in Service Success
- IT/Business User Relationship
- Defining Expectations
- Managing Expectations
- User Types and How to Deal with Them
- Skills that Influence User Behavior
- User Problem Solving Process

Audience

This class is specifically designed for individuals and departments that provide services to fellow employees within their company, as opposed to external clients.

Prerequisites

There are no prerequisites for this course.

Duration

One day

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Course Outline

- I. Internal Client Service Essentials**
 - A. Why the concept of internal client service important
 - B. Characteristics of poor, good and great client service
 - C. Ideal internal client service vs. realistic client service
 - D. Resource prioritization
 - E. Deadlines, ongoing communication and follow up
 - F. Being proactive vs. reactive
 - G. Difference between client service and relationship management
 - H. Developing processes that facilitate efficient service
 - I. Measurement: If you can't measure it, then you can't monitor it or improve it
 - J. Ways of showing service ownership
 - K. Measuring internal client satisfaction

- II. Manager's Role in Service Success**
 - A. Leadership attributes/processes needed to create a service-oriented environment

- III. IT/Business User Relationship**
 - A. Goal Alignment or Misalignment
 - B. Customer Loyalty Ladder
 - C. 4 Key Customer Satisfaction Measurements
 - D. Dissatisfaction vs. Satisfaction vs. Delight
 - E. Moments of Truth
 - F. Skills that Influence User Behavior

- IV. Defining Expectations**
 - A. Resolution, Action or Promise
 - B. Customer wants
 - C. Customer needs
 - D. Customer goals

- V. Managing Expectations**
 - A. The DANCE Call Management Framework

- VI. User Types and How to Deal with Them**
 - A. Evangelist, Negotiator, Panic-Button Pusher, Rejectionist, etc.

- VII. Skills that Influence User Behavior**
 - A. Calming Presence, Clear Communication, Closing Ability, etc.

- VIII. User Problem Solving Process**
 - A. Eight step process to designed to maximize client experience