€TRAINING

Helpdesk Planning for Enhanced Customer Service Leadership

30 September -
4 October 2024
London (UK)
Landmark Office Space

Helpdesk Planning for Enhanced Customer Service Leadership

REF: V1024 DATE: 30 September - 4 October 2024 Venue: London (UK) - Landmark Office Space Fee: 5300 Euro

Introduction:

This program provides the participant with the skills required to Design, Implement, Manage, and Improve Help Desk Performance. The program creates an Understanding of the Quality Characteristics of Services, Customer Needs, and the Process of Customer Satisfaction.

Program Objectives:

At the end of this program, the participants will be able to:

- Create an understanding of the Helpdesk Functions, Essential Management Practices, and Processes including Recruitment, Training, Motivation, Entrepreneurship Development, Knowledge Management & Day-to-day Management.
- Discus the IT and other Tools, and, Performance Monitoring and Measurement Methods.
- Gain Leadership through Meeting and Exceeding Customer Expectations.
- Improve Help Desk Performance in your Organization.

Targeted Audience:

- Customer Experience Managers / Directors / Officers.
- Head of Customer Service Department.
- Customer Relationship Managers.
- Customer Service Department Managers / Supervisors.
- Customer Satisfaction Managers / Directors / Supervisors.
- Account Managers / Team Leaders / Team Managers.

Program Outlines:

Unit 1:

- The Helpdesk Method.
- The Quality Characteristics of Services.

Unit 2:

- Understanding Customer Needs Internal & External.
- Understanding the Process of Customer Satisfaction.

Unit 3:

- Essential Management Practices & their Control.

Unit 4:

- Helpdesk Functions & Processes.
- The IT and other Tools.

Unit 5:

- Performance Monitoring and Measurement Methods.
- Preparation of an action plan for Continuously Improving Help Desk Performance.