



# HDI customersupportrepresentative

## Skills Building & Certification Training

### Course Overview

This one-day skills training and certification course introduces the skills and techniques required to provide exceptional customer service and support. It applies to both support center and call center environments.

Students will learn call handling best practices; communication and listening techniques; documentation, problem-solving and troubleshooting skills; conflict negotiation; and responses to difficult customer behaviors.

### What You Will Learn

- How to assess customer business needs and exceed customer expectations
- Critical thinking skills to resolve incidents quickly and consistently
- Active listening skills and effective communication strategies
- How to identify and diffuse challenging customer behavior
- An awareness of the core processes and best practices used in service and support

### Who Should Attend

Support professionals from Customer Service Centers, Call Centers, and Support Centers who want to improve their customer service skills and those who are seeking HDI Customer Service Representative Certification.

### Course Prices

Includes certification exam.

**Classroom:** Interactive one-day course among peers.

**HDI members:** \$795 per person

**Non-members:** \$895 per person

**On-site:** A one-day course conducted at your company's site. Call **1-800-248-5667** for pricing.

**Online:** 5-6 hours of self-paced, economical training

**HDI members:** \$345 per person

**Non-members:** \$395 per person

### How to Register

Call: **800-248-5667**

Visit: [www.ThinkHDI.com/certification](http://www.ThinkHDI.com/certification)

### Certification

The certification exam is included with the purchase of this course. Instructions on scheduling the exam are provided upon course completion.

### About HDI®

HDI, a Think Service company, has trained IT service and support professionals from 90% of the Fortune 500 companies, giving them the skills needed to provide excellent service, increase productivity and profitability, and decrease call times.

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

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*"The HDI instructor was very knowledgeable. I left the course feeling prepared to deal with all types of people."*

*Kapreena Owens, John Hopkins University*



## HDI Customer Support Representative

### **Unit 1: Your Role in the Support Center**

- The Role of the Customer Service Representative
- Total Contact Ownership
- Procedures for Call Handling
- Quality Assurance

### **Unit 2: Communication Skills**

- The Communication Process
- Cultural Sensitivity
- Vocal Elements
- Active Listening
- Incident Documentation
- Writing Skills

### **Unit 3: Problem solving and Troubleshooting Skills**

- Problem-solving and Types of Thinking
- Questioning Skills
- Solve Incidents with IMPACT
- Additional Customer Service Skills to Employ During Incident Management

### **Unit 4: Maximizing Effectiveness**

- Your Customer's Psychological Needs
- Handling Conflict
- Strategies for Handling Difficult Customer Behaviors
- Stress Management
- The Power of a Service Attitude