

# Chapter 10 Communication Skills

<b>10.1 Explain the relationship between communication and troubleshooting</b>		
1.	How will good communication skills enhance a technician's troubleshooting skills?	
2.	Why should you establish a good rapport with the customer?	
3.	What is the first step in resolving the computer problem with the customer?	
4. 5. 6. 7. 8.	Name five communication and research tools available to the technician.	
<b>10.2 Describe good communication skills and professional behavior</b>		
9	What will professionalism and good communication skills enhance for the technician?	
10	What is a good rule for all technicians to follow in regards to their reactions and emotions from one customer call to the next?	
<b>10.2.1 Determine the computer problem of the customer</b>		
11 12 13	List and explain the three rules to use at the beginning of your conversation with a customer.	

14	Give an example of an active listening skill.	
15	Why should a technician NOT interrupt the customer to ask a question or make a statement?	
16	What does it mean to "clarify what the customer has said?"	
17	What kind of questions should be used for follow-up?	
18	How should the customer be able to answer closed-end questions?	
<b>10.2.2 Display professional behavior with the customer</b>		
19	Explain the four steps to follow when placing a customer on hold.	
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23	Explain the 6 steps in	

24	transferring a customer's call (Figure 2).	
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29	List five things you should AVOID when communicating with a customer.	
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<b>10.2.3 Focus the customer on the problem during the call</b>		
34	Why do you need to focus the customer on the problem during their phone call?	
35	How can you refocus the talkative customer?	
36	What can you do to improve communication with a rude customer?	

37	What are some techniques to use to improve communication with an angry customer?	
38	What kinds of things can you do to assist the knowledgeable customer?	
39	Give several things to do (or not do) with the inexperienced customer.	
<b>10.2.4 Use proper netiquette</b>		
40	What are "flame wars?"	
41	What is Netiquette?	
42	List some general rules that apply to all online interactions with customers and coworkers.	
<b>10.2.5 Implement time and stress management techniques</b>		
43	What are three things you can do to make sure that your computer workstation's layout works well?	
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46	What is a "down" call?	
47	How should you handle	

	callback customers?	
48	List four ways to minimize stress at work (Figure 3).	
<b>10.2.6 Observe Service Level Agreements (SLAs)</b>		
49	What is an SLA?	
50	Name five things usually contained in an SLA.	
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56	When should an SLA exception be escalated to the manager?	
<b>10.2.7 Follow business policies</b>		
57	List four examples of specific rules a call center may have.	
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61	List one rule that cover general daily activities of call center employees.	
<b>10.3 Explain ethics and legal aspects of working with computer technology</b>		
62	Before accessing a computer account, what should you get?	
63	Give an example of unethical behavior	
64	Give an example of illegal behavior	
<b>10.4.1 Describe the call center environment</b>		
65	Give an example of the 3 priorities that a call center employee may give to a call	
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<b>10.4.2 Describe level-one technician responsibilities</b>		
68	What is the primary responsibility of a Level 1 technician?	
<b>10.4.3 Describe level-two technician responsibilities</b>		
69	What are 4 reasons a call may be escalated?	
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74	How is a level 2 technician different from a level 1 technician?	

