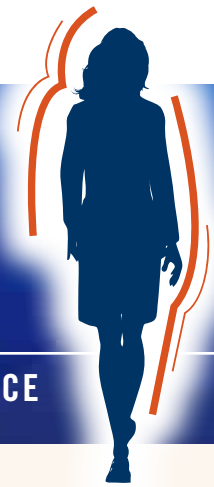


# { Successful business people master SOFT SKILLS }



## LANtech Business Essentials: Soft Skills for IT CUSTOMER SERVICE

**\$149 student**

*3-hour session*

### **This Boot Camp covers:**

#### **How to Better Serve**

#### **Today's Customer**

*Improve interactions with the varied types of customers*

#### **Improving Interaction Skills with Customer**

*Learn techniques for interacting in person, over the phone and in written/ electronic form including how to avoid customer service "red flag" phrases*

#### **Service Recovery**

*Learn how to manage emotions and utilize specific techniques to successfully problem solve*

### **Course Target Audience:**

*Any IT professional or info worker who interacts with internal or external customers*

**HANDLE WITH CARE.** IT departments haven't been known as bastions of soft skills talent. **LANtech** is helping change that perception. For the help desk, for the subordinate being groomed for future management, or for the manager looking to train their own employees, **LANtech** has an answer.

**LANtech TRAINING** has bundled together a boot camp for the IT professional centered on IT CUSTOMER SERVICE communication. With sweeping topics including *providing better customer service, improving interaction skills*, and even *service recovery*. Students will walk away with skills and techniques to manage emotions and expectations in most any interpersonal business situation.

This 3-hour hands-on boot camp will simplify the communications barriers that often plague the IT industry when faced with the "traditional" office structure or within customer interaction. We all communicate in different ways and this boot camp will provide specific take-away techniques and skills. Much of daily communication is simply understanding the motivations of all involved.

As your skills grow and desire upgrading, LANtech offers *additional topical boot camps*. Stay tuned. We are your source for relevant business and IT skill development. Visit us today at [LANtechTraining.com](http://LANtechTraining.com) or call 317 / 872-8844 to schedule a date for a public session or a private session.



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