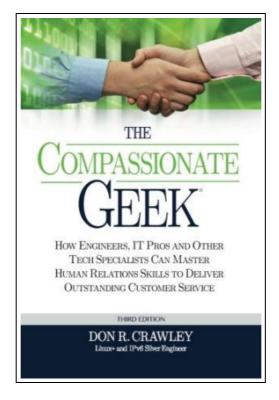
The Compassionate Geek: How Engineers, IT Pros, and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service



Filesize: 2.33 MB

Reviews

A whole new eBook with a brand new point of view. It is definitely simplistic but shocks in the 50 percent of the publication. I am just pleased to explain how this is the greatest ebook i have read during my very own daily life and could be he best ebook for possibly. (Mitchell Kuhn III)

THE COMPASSIONATE GEEK: HOW ENGINEERS, IT PROS, AND OTHER TECH SPECIALISTS CAN MASTER HUMAN RELATIONS SKILLS TO DELIVER OUTSTANDING CUSTOMER SERVICE



soundtraining.net. Paperback. Book Condition: New. Paperback. 224 pages. Dimensions: 8.9in. x 5.9in. x 0.6in.Newly expanded edition. A real-world, plain-language how-to guide for delivering amazing customer service to customers and end-users. Now in its third edition, The Compassionate Geek was written by a tech person for tech people. There are no frills, just customer service best practices and ideas that actually work! Filled with practical customer service tips, best practices, and real-world techniques, The Compassionate Geek is a quick read with equally fast results. Each chapter includes a reflection and discussion section to help you improve your customer service skills. There are lots of personal stories and examples of mistakes made and lessons learned. This new edition adds an entire chapter on overcoming personal and professional obstacles. Heres what you Il find: The four intrinsic qualities of great customer service providersCustomer service tips on how to say no without alienating your customer or end userBest practices for communicating with email, including examplesBest practices for communicating using chat and textingTen tips for being a good listenerTwo practical ways to keep your emotions in check using emotional intelligence (eq) techniquesA six-step flow chart for handling customer and end user callsCustomer service skills to use when the customer or end user is wrongHow to work with the different generations in the workplaceMotivational stories of human triumph with reflection and discussion questionsTechniques for overcoming personal and professional obstaclesAll of the information is presented in a straightforward style that you can understand and use right away. Theres nothing foo-foo , just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end users. This item ships from multiple locations. Your book may arrive from Roseburg,OR, La Vergne,TN. Paperback.

Read The Compassionate Geek: How Engineers, IT Pros, and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service Online

Download PDF The Compassionate Geek: How Engineers, IT Pros, and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service

Other PDFs



Dont Line Their Pockets With Gold Line Your Own A Small How To Book on Living Large

Madelyn D R Books. Paperback. Book Condition: New. Paperback. 106 pages. Dimensions: 9.0in. x 6.0in. x 0.3in. This book is about my cousin, Billy a guy who taught me a lot over the years and who...

Download ePub

>>



Coronation Mass, K. 317 Vocal Score Latin Edition

Petrucci Library Press. Paperback. Book Condition: New. Paperback. 56 pages. Dimensions: 9.6in. x 0.1in.Otto Taubmanns classic vocal score of Mozarts Coronation Mass was first issued in the early 20th century and has become...

Download ePub

>>



Estrellas Peregrinas Cuentos de Magia y Poder Spanish Edition

Pinata Books. Paperback. Book Condition: New. Paperback. 178 pages. Dimensions: 8.3in. x 5.4in. x 0.6in.First ever Spanish-language edition of the critically acclaimed collection of short stories for young adults by a master of Latino literature...

Download aPub

»



Magnificat in D Major, Bwv 243 Study Score Latin Edition

Petrucci Library Press. Paperback. Book Condition: New. Paperback. 70 pages. Dimensions: 9.8in. x 7.2in. x 0.3in.Bach composed the first version of this piece in 1723 using the key of E-flat major for the Christmas Vespers...

Download ePub

*



The Gosh Awful Gold Rush Mystery Real Kids, Real Places

Gallopade International. Paperback. Book Condition: New. Paperback. 146 pages. Dimensions: 7.4in. x 5.3in. x 0.6in.When you purchase the Library Bound mystery you will receive FREE online eBook access! Carole Marsh Mystery Online eBooks are an...

Download ePub

»



Tiger Tales DK Readers, Level 3 Reading Alone

DK CHILDREN. Paperback. Book Condition: New. Paperback. 48 pages. Dimensions: 8.7in. x 5.7in. x 0.2in.Hunter or hunted How much longer will these magnificent beasts prowl the plant These stories will touch your heart. The 48-page

Read Book

>>



Good Night, Zombie Scary Tales

Feiwel & Friends. Paperback. Book Condition: New. Iacopo Bruno (illustrator). Paperback. 112 pages. Dimensions: 8.2in. x 5.4in. x 0.2in.Welcome. Have a seat. Ignore the shambling undead outside. Let us tell you a story. But be

Read Rook

»



Marm Lisa

Echo Library. Paperback. Book Condition: New. Paperback. 80 pages. Dimensions: 9.0in. x 6.0in. x 0.2in.Kate Douglas Wiggin, nee Smith (1856-1923) was an American childrens author and educator. She was born in Philadelphia, and was of

Read Book

»



Shepherds Hey, Bfms 16: Study Score

Petrucci Library Press. Paperback. Book Condition: New. Paperback. 22 pages. Dimensions: 9.4in. x 7.1in. x 0.0in.Percy Grainger, like his contemporary Bela Bartok, was intensely interested in folk music and became a member of the English

Read Book

>>



The Whale Tells His Side of the Story Hey God, Ive Got Some Guy Named Jonah in My Stomach and I Think Im Gonna Throw Up

B&H Kids. Hardcover. Book Condition: New. Cory Jones (illustrator). Hardcover. 32 pages. Dimensions: 9.1in. x 7.2in. x 0.3in.Oh sure, well all heard the story of Jonah and the Whale a hundred times. But have we

Read Book

»