

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. Here's what you'll find: The four intrinsic qualities of great customer service providers Customer service tips on how to say no without alienating your customer or end user Best practices for communicating with email, including examples Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check using emotional intelligence (eq) techniques A six-step flow chart for handling customer and end user calls Customer service skills to use when the customer or end user is wrong How to work with the different generations in the workplace Motivational stories of human triumph with reflection and discussion questions Techniques for overcoming personal and professional obstacles All of the information is presented in a straightforward style that you can understand and use right away. There's 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 6.7in. 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](#) [ePub](#)

»



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 Book](#)

»

**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](#)

»