



*Breakout Session:*

# How to Say “No” Without Alienating Your End User

**with Don R. Crawley**

Author of *The Compassionate Geek®: How Engineers, IT Pros and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service* and the *Accidental Administrator®* series of books for IT professionals

Much as we might want to accommodate every customer request, sometimes it's just not realistic. Sometimes our customers or end users want to do things that violate security policies or software licenses, perhaps they have tried to install poorly written software, or they have tried to use the company network in a way that negatively affects other users. Regardless of the specific issue, sometimes we have to say no to our users or customers. The key is to find a way to do so which doesn't alienate the customer and preserves the relationship. In this session, your attendees will learn what customers really want and how to deal with customers and end users with grace and finesse.

## **SESSION OUTLINE**

Sometimes, what the end user wants simply can't be done. When that happens, the skillful desktop support staffer delivers the news in a way that is clear, yet non-offensive. Alternatives, when available, may be offered, but the key lies in finding a way to say no without leaving the end user feeling neglected or ignored.

- When to say “No”
- Considerations before saying “No”
- Dealing with difficult end users or customers
- Why some situations go wrong
- What happens when we make a mistake?

**LENGTH:** Typically 45 to 75 minutes. The length can be tailored to meet your requirements.

## **CONTACT INFORMATION**

Call (206) 988-5858 • Email: [don@doncrawley.com](mailto:don@doncrawley.com)