

Webinar:

How to Be a Compassionate Geek

Creating Human Connections for IT Customer Service Success



by **Don R. Crawley, CSP**, 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

Based on Don's popular keynote address, this 60 – 90 minute webinar introduces the five principles of compassionate customer service. Participants will then learn roadblocks to success and the tools for success. This fast-paced, results-oriented webinar includes compelling graphics, thought-provoking interactive exercises, and personal anecdotes and stories.

WEBINAR OUTLINE

- The Five Principles of Compassionate Customer Service in IT
- Roadblocks that Get in the Way
- Powerful Tools for Success
- Question and Answer

LENGTH: 60 or 90 minutes

DELIVERY METHODS

Google Hangouts, Skype or, if you prefer, your conferencing solution such as WebEx or GoToMeeting

MATERIALS

You will receive a PDF handout with a license to print copies for attendees.

Additionally, webinar customers can purchase copies of Don's book *The Compassionate Geek: How Engineers, IT Pros, and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service* at a discount, based on the number of copies purchased.

