Customer Service Skills for Tech People

DON CRAWLEY, CSP

works with tech people who need to improve their customer service skills.

WHAT CLIENTS HAVE TO SAY:

"Don was very approachable and helpful ... He knew the material well and seemed to personally be interested and into it."

—Facebook, Navid Mansourian

"Don was able to really help focus our IT team on service delivery by providing tools, concepts and stories that enabled our highly qualified group to excel even more—delivering clear and obvious business value."

—American Superconductor, Michael P. Richardson

"Excellent job. It really got me thinking about my customers and found areas where I can improve myself."

—Discover Card, Elizabeth Vera

"The results were fantastic immediately ... watching three of my team members who were struggling with the very topics you were touching on ... They went out to the client they'd had a difficult interaction with and immediately resolved it."

—National Institutes of Health (NIAMS), Jeffrey Whitehead

"Don is an excellent public speaker and his knowledge of the subject was superb, after all he did write the book on the topic."

—TrainSignal, Kasia Lorenc

"If you're interested in learning from a down-to-earth guy who knows what he's talking about, consider Don Crawley."

—WideOrbit, Paul Nicholson

HOW TO BE A COMPASSIONATE GEEK

Success strategies for you and your IT staff

- Improve collaboration and productivity
- Implement the five principles of IT customer service
- Develop emotional intelligence skills
- Learn solid skills for dealing with difficult customers
- Build excellent listening skills
- Uncover ways to show you care
- Master communication through email and other text-based communication tools
- Learn how to say "no" without alienating your end user
- Learn how to manage your stress

PROGRAMS

IN PERSON

How to Be a Compassionate Geek (20 to 60 minutes)

Customer Service, Compassion and Computers: Making Them Work Together to Enhance Customer Relationships (3 to 12 hours)

ONLINE

How to Be a Compassionate Geek (60 to 90 minutes)

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CRAWLEY
INTERNATIONAL, INC.

Don Crawley, CSP knows IT customer service. He's the author of *The Compassionate Geek®* series of books on IT customer service. He has spoken to audiences worldwide on the art of serving end users, and he has worked with workplace technology for more than 40 years. Don is a lifetime geek, plus a veteran communicator, based in the global tech hub of Seattle, Washington.

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NSA CSP
CERTIFIED SPEAKING PROFESSIONAL

MEMBER
NSA ®
NATIONAL SPEAKERS ASSOCIATION

The book on IT customer service
from author Don R. Crawley …

The Compassionate Geek:

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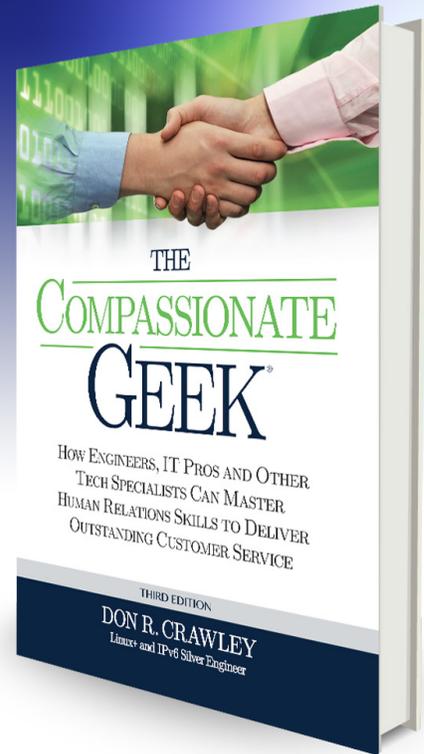
REVIEWS:

"Great book for IT professionals! We went through it with our tech department, and it created great discussions." —R.S.

"I cannot say enough good things about this book!" —M.J.

"Great book, well written. If you need to brush up on your people skills this is the book for you." —A.M.

"With clear organization and graphics, terrific exercises and thought-provoking quotes, The Compassionate Geek is a guide to better customer service, and to leading a better life." —C.G.

"Concrete, practical and necessary." —M.R.

"Excellent book on customer service and communication—great for all fields." —S.W.

"This will be great for training support staff to be better communicators." —C.D.

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www.doncrawley.com

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