

# Course work on computer help desk

[Business](#), [Customers](#)



## **Introduction**

In order to maintain customers in any business, the manner of communication with them matters a lot. Poor communication method would result in bad relationship which might result to loss of business clients. Good communication and listening skills are important. Patience must play a role in it because some clients would be somehow irritating.

## **Non-verbal and verbal communication**

In order to develop good relationship with a client, it is important to understand his or her non-verbal and verbal expressions. Some expressions would signal disappointment or dissatisfaction or even disillusionment. Any one should therefore be keen to see these non-verbal cues and interpret them effectively. Their attitude can be better understood by looking and understanding these aspects of non-verbal communication. Relaxed eyebrows and a smiling face indicates a satisfied or a happy client (Renee, 2010). However, some expressions like rolling of eyes, wrinkling the nose and a furrowed brow indicate a sad client. Eye contact should be made at all costs though it should not be too hard as to make the client intimidated. Avoiding eye contact with the client is not a good gesture. Some clients might fake a smile. It is important to distinguish between a real smile and a fake one. A fake one is used by clients to hide their disappointment or dissatisfaction. Fake smile is mostly characterized by firm and expressionless mouth and eyebrows. Other forms of expressions include the hands folded across the chest or near the face. This is not a good indication. A good hand gesture is one that hands are freely moving or touching the product here and

there with no indication of fear. The posture also matters a bad posture is one in which the client is turned away from the point of interest or is slouching (Renee, 2010).

While communicating verbally, address the client in an audible soft voice. Response from the client that is too loud or too low can indicate stress on the client's part. Slowly, try to ascertain the problem by probing in a friendly manner. In some cases, clients might lose hope and express their anger in insults. Never get disappointed. Try as much as possible to maintain calm even if under a lot of stress. Client's anger can be subdued by friendliness and a smile!

## **Effective questioning strategies**

Question-asking is important in order to understand the client's problem. A good question is one that lets the client explain himself or herself fully. There are two types of questions that can be asked to a customer. These are open-ended question and closed questions. Open-ended questions are questions that require more information to be provided. It gives an opportunity to the client to raise his or her concerns when giving an answer. These kinds of open-ended questions are normally preceded by how....? why....?, explain.. and others. Closed-ended questions are those questions that require a simple yes or no answer. They are not as informative as open-ended questions (Maxine, 2006).

Open-ended questions are best for getting information as compared to closed-ended question. In closed-ended question a client would easily dismiss queries with the hope that you would solve the problem. An example of an open-ended question that can be asked is "... what are some of the

challenges you encounter while using this software?” this kind of question will prompt the client to give all the challenges that are encountered.

## **Rapport tactics**

### **Active listening**

In order to understand a client’s problem, good listening techniques should be employed. Allow the client to explain himself fully without interruption.

Any interruption is bound to cause the client miss vital information and hence misunderstanding. It is important to take note that suggesting to the client what to say is tantamount to distorting facts to suit ones believe.

Avoiding suggestive talk is important (Maxine, 2006).

Questions should be asked after the client has finished talking or expressing a point. Even if a point has been understood in the middle of an explanation by the client, cutting him or her short should be avoided. This can cause disappointment in the client.

When listening, it is also important to leave any task that was being done and concentrate on hearing what the customer as to say. Full attention should be given to the client.

## **Reference**

Maxine, K. (2006). Customer Service Training. New York. NY: Elsevier.

Renee E. (2010). Customer Service Training 101. AMACOM Div American Mgmt Assn.