

## *IT Help Desk Skills*

### **One Day Workshop**

*Harness the skills to effectively man an IT Help Desk*

#### **CONTEXT**

The modern help desk is a key nerve centre in many organisations. The quality and timeliness of the support from the help desk are critical in their smooth running. The skills needed to perform this role are many, varied and different to other customer service and support roles.

#### **OVERVIEW**

This program will give participants the skills and confidence to provide excellent IT Help Desk service. Acorn is Canberra's leading customer service training provider and has worked with many Help Desks in both private and public sectors. The course is for both Level 1 and Level 2 support.

#### **This workshop covers the following:**

- Planning and Goal Setting
- Time Management
- Customer Service
- Dealing with Difficult People and Situations
- Stress and Motivation
- Electronic Business Writing
- Negotiating
- Communication Skills

#### **TESTIMONIALS**

Thanks for providing a great course – it was great not to fall asleep – Melanie Davis,  
Department of Defence.



## Enrolment Form – IT Help Desk Skills

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to [bookings@acorntraining.com.au](mailto:bookings@acorntraining.com.au)

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
<b>Organisation</b>		
<b>Branch/Division</b>		
<b>Address</b>		
<b>Phone #</b>		
<b>Fax #</b>		

### **Payment Details**

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Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

#### **1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

#### **2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the session.