

## *IT Help Desk Skills* **Two 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

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

**Venue:** Acorn Training Centre: 74 Townshend St Phillip

**Course date:**

**Time:** 9.00 a.m. to 4.45 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation \_\_\_\_\_ Branch/Division \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

### **Payment Details**

Total price \$895 x \_\_\_\_\_ attendees = \$ \_\_\_\_\_ \$795 early bird price (early bird applies to three weeks before the date of the workshop).

#### **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 course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.