



## Strategies for Exceptional Customer Service for IT Professionals

Creating a positive perception and delivering quality customer services in the technology area presents several challenges that go beyond simply being friendly and nice. As stakeholders become more dependent on increasingly complex technology, they experience disruption and frustration when things are not working perfectly.

It is within that context that this session will explore practical strategies for both delivering quality services and creating a positive perception of ourselves and our department in all points of contact. Drawing on the best practices of technology departments in school districts and in industry, this program will explore strategies for improving systems and establishing proactive interactions and practices. This will include approaches for dealing effectively with upset, angry, or especially demanding stakeholders.

Lastly, participants will look at ways a department conveys good news and provides success stories to more successfully define the narrative of a technology department.

**Presenter:** Jeff Olefson, Staff Associates

**Date:** November 15, 2017

**Time:** 8:30 a.m. – 11:30 a.m.

**Audience:** Technology Staff Members and Technology Leaders

**Fee:** \$175

CANCELLATIONS NOT ACCEPTED BEYOND 7 DAYS PRIOR TO WORKSHOP  
ALL FEES ARE ELIGIBLE FOR STATE AID - SCHOOL DISTRICTS WILL BE BILLED THROUGH CO-SER 512

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