

Service Desk Excellence (Behavioral & Soft Skills) – 5 Day Program

Outcome: Transform Service Desk Professionals into Confident, Customer-Centric Problem Solvers

DAY 1: Service Mindset & Foundations

Methodology: Awareness → Reflection → Mindset Shift

Module 1.1: Role Evolution – From Support to Experience

- Modern Service Desk Expectations
- Customer Experience vs Issue Resolution
- Business Impact of Service Behavior

Module 1.2: First Impression Psychology

- Voice, Tone, Language Impact
- The First 30 Seconds Rule
- Building Instant Credibility

Module 1.3: Service Mindset & Ownership

- Ownership vs Escalation Dependency
- Accountability Behaviors
- Internal vs External Customer Lens

Module 1.4: Understanding Customer Expectations

- What Customers *Really* Want
- Perception vs Reality in Service
- Service Gaps & Their Impact

Module 1.5: Personal Service Identity Mapping

- Self-Audit of Current Behavior
- Strength vs Gap Identification

- Individual Improvement Goals

Framework: E.E.E Model (Empathy → Efficiency → Experience)

Activities: Call breakdowns, reflection mapping, behavioral audits

DAY 2: Communication Excellence

Methodology: Skill → Practice → Feedback

Module 2.1: Structured Communication Flow

- Opening–Probing–Resolving–Closing
- Avoiding Information Dumping

Module 2.2: Active Listening Mastery

- Listening Levels (1, 2, 3)
- Identifying Hidden Customer Needs

Module 2.3: Questioning & Probing Skills

- Open vs Closed Questions
- Diagnostic Questioning Techniques

Module 2.4: Voice, Tone & Verbal Impact

- Confidence in Voice
- Tone Control in Different Scenarios

Module 2.5: Written Communication (Email & Chat)

- Clarity, Professional Tone, Structure
- Avoiding Misinterpretation

Framework: L.A.S.E.R Model (Listen → Acknowledge → Simplify → Execute → Reassure)

Activities: Live simulations, chat rewriting lab, listening drills

DAY 3: Customer Psychology & Difficult Conversations

Methodology: Understanding → Application → Emotional Control

Module 3.1: Customer Emotions & Behavior Patterns

- Frustration, Anxiety, Urgency
- Why Customers React the Way They Do

Module 3.2: De-escalation Techniques

- Language that Calms vs Triggers
- Staying Composed Under Pressure

Module 3.3: Handling Difficult Customers

- Angry, Impatient, Confused Customers
- Maintaining Professional Authority

Module 3.4: Building Trust & Rapport

- Empathy Statements that Work
- Humanizing Conversations

Module 3.5: Managing Expectations & Saying No

- Setting Realistic Timelines
- Refusing Without Conflict

Framework: P.A.C.E Model (Pause → Acknowledge → Clarify → Engage)

Activities: Role plays, trigger mapping, language transformation

DAY 4: Ownership, Problem Solving & Decision Making

Methodology: Responsibility → Analysis → Execution

Module 4.1: Ownership Mindset in Action

- Taking Responsibility End-to-End
- Avoiding Ticket Passing Culture

Module 4.2: Structured Problem Solving

- Diagnosing vs Guessing
- Root Cause Thinking

Module 4.3: Handling Customer Misrepresentation

- Clarifying Without Blaming
- Navigating Incomplete Information

Module 4.4: Decision Making Under Pressure

- Quick vs Thoughtful Decisions
- Balancing Speed & Accuracy

Module 4.5: Smart Escalation Techniques

- When & How to Escalate
- Maintaining Ownership Post Escalation

Framework: S.O.L.V.E Model (Scan → Observe → Link → Validate → Execute)

Activities: Case studies, escalation scenarios, decision drills

DAY 5: Service Excellence, Personal Branding & Resilience

Methodology: Integration → Transformation → Sustainability

Module 5.1: Creating “Wow” Service Moments

- Going Beyond Basic Resolution
- Small Behaviors, Big Impact

Module 5.2: Personal Branding as a Service Professional

- Building Trust & Reliability
- Becoming the “Go-To” Person

Module 5.3: Consistency & Performance Excellence

- Maintaining Quality Under Pressure
- Avoiding Service Fatigue

Module 5.4: Stress Management & Emotional Resilience

- Handling Repetitive Queries & Volume
- Emotional Control Techniques

Module 5.5: Continuous Improvement Mindset

- Kaizen in Service Desk
 - Feedback to Improvement Loop
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Capstone Simulation (End of Day 5)

Methodology: Application → Assessment → Feedback

- End-to-End Customer Handling Simulation
 - Multi-Channel Scenario (Call + Email + Chat)
 - Evaluation Parameters:
 - Communication
 - Emotional Intelligence
 - Ownership
 - Resolution Quality
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Delivery Design (Premium Positioning)

- 40% Simulations & Role Plays
- 25% Case Studies
- 20% Frameworks
- 15% Reflection & Feedback