The Compassionate Geek: How Engineers, IT Pros, and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service

Don R. Crawley

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Newly expanded edition. A real-world, plain-language how-to guide for delivering amazing customer service to customers and end-users.

Now in its third edition, *The Compassionate Geek* was written by a tech person for tech people. There are no frills, just customer service best practices and ideas that actually work! Filled with practical customer service tips, best practices, and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Each chapter includes a reflection and discussion section to help you improve your customer service skills. There are lots of personal stories and examples of mistakes made and lessons learned. This new edition adds an entire chapter on overcoming personal and professional obstacles.

Here's what you ll find:

- The four intrinsic qualities of great customer service providers
- Customer service tips on how to say no without alienating your customer or end user
- Best practices for communicating with email, including examples
- Best practices for communicating using chat and texting
- Ten tips for being a good listener
- Two practical ways to keep your emotions in check using emotional intelligence (eq) techniques
- A six-step flow chart for handling customer and end user calls
- Customer service skills to use when the customer or end user is wrong
- How to work with the different generations in the workplace
- Motivational stories of human triumph with reflection and discussion questions
- Techniques for overcoming personal and professional obstacles

All of the information is presented in a straightforward style that you can understand and use right away. There's nothing foo-foo , just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end users.

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Why? Because this The Compassionate Geek: How Engineers, IT Pros, and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service is an unordinary book that the inside of the book waiting for you to snap the idea but latter it will distress you with the secret the item inside. Reading this book alongside it was fantastic author who write the book in such awesome way makes the content on the inside easier to understand, entertaining approach but still convey the meaning fully. So , it is good for you because of not hesitating having this ever again or you going to regret it. This amazing book will give you a lot of positive aspects than the other book have such as help improving your ability and your critical thinking technique. So , still want to delay having that book? If I had been you I will go to the publication store hurriedly.

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