The Compassionate Geek: Mastering Customer Service for IT Professionals

Don R. Crawley, Paul R. Senness

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Now in its second edition, *The Compassionate Geek* was written by tech people for tech people.

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- Best practices for communicating with email, including examples
- The four intrinsic qualities of great service providers
- Best practices for communicating using chat and texting
- Ten tips for being a good listener
- Two practical ways to keep your emotions in check
- A flow chart for handling user calls
- What to do when the user is wrong
- How to work with the different generations in the workplace

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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 best practices learned from years of working with I.T. pros and end-users.

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