
Background

There are three types of technical service people:

1. Presales Technical Support: the persons work with salesperson to prepare sales proposal for the clients.
2. Onboarding Technical Support: the persons to deliver the services or solutions after the contract was signed.
3. Aftersales Technical Support: the persons provide the regular technical support for clients' operation.

Most of the time, the Presales will not have much of problems work with the salespersons, and always got the support from the salesperson accordingly. The challenges are heavily fall down to the service support for onboarding and after sales then. The challenges are:

- The clients are different from each others. Most of the time, the project owner/window don't have sufficient support from the clients' organization. Hence, the onboarding technical support can't get much support to move the project forward. The result is the project delay and customers' dissatisfaction.
- There are always politics involved in clients' organization. It must be carefully to facilitate the process.
- The user clients are always pushing the blames to the technical service people, no matter what's happened.
- Work with the technical back office to answer the questions from the clients. The information from the back office is limited, hard to satisfy clients' inquiry.

The designed purpose of this training program are:

1. Influential power: the basic concept how people will be influenced. How service people take the best from the influential skills.
4. Accountability: To help technical service people to understand there is only way to face the challenges from clients is: Accountability. Accountability is the best attitude to satisfy clients' inquiry. However, accountability is not a popular mindset in China (compared to responsibility). The responded attitude in clients' inquiry will define the attitude from clients.
5. Professional: How to behave the way to meet clients' expectation. We are always told to be professional, however what is the definition of professional?
6. Inquiry Receiving: The call from clients' users are not only want to solve the problems, but emotion too. That means the technical service people is not only solve the problem, but ease the nerve too.
7. Persuasion skills: there are tasks need to be implemented by clients, then persuasion skills kick-in. The technical service people needs to convince clients' persons to do something for themselves. The technical service people also need to know the client's internal relationship map, to facilitate the task forward.

Benefit

After the training, the participants will learn:

- Understand what is the influence power without authority
- Utilize the principles of the influence toward clients' satisfaction
- To face the clients' inquiry fearlessly, to solve internal bad feeling smoothly
- Have a big picture what is the definition of the professional, and get an idea how to improve proactively

- Handle client's emotion to lift the satisfaction, and identify the root cause right on the spot
- Identify the relationship map in clients' organization as the foundation to facilitate the project forward
- Persuade client to do something skillfully, to make clients believe that is the best way to do for their own interest

《Influential Skills for Technical Service People》

Activity	(Time (m	Outline	Module
Lecture Small game Group discussion	30	Opening by host Ice breaking Ground rules Overview of the program Activity: What is the challenge?	Introduction
<ul style="list-style-type: none"> • Lecture • Demo • Group discussion • Self-evaluation 	90	<ul style="list-style-type: none"> • Objective: to help participants to understand why people will do what we want them to do • Three types of influence method • The definition of the Influence • The results of influencing • 10 principles of influencing • Activities: Self evaluation on the 4 categories of influence skills for Technical Service People 	Module 1 Principles of Influence
<ul style="list-style-type: none"> • Lecture • Demo • Group discussion • Role Play • Self-evaluation 	120	<ul style="list-style-type: none"> • Objective: to help participants to face the challenges fearlessly • Definition of accountability and responsibility • Accountability is the result oriented • Critical moment and responses • Vortex of decadence and ShengYan Law • The result of accountable behavior • Activities: Categorized and methods 	Module 2 Accountability
<ul style="list-style-type: none"> • Lecture • Demo • Group discussion • Self-evaluation 	120	<ul style="list-style-type: none"> • Objective: to help participants to have a big picture what is the definition of the professional, and get an idea how to improve proactively • Definition of Professional • Category Map of Professional • Activities: to define participants' own category map and self-evaluation 	Module 3 Professional
<ul style="list-style-type: none"> • Lecture • Demo • Group discussion • Role Play 	210	<ul style="list-style-type: none"> • Objective: to help participants to handle client's emotion to lift the satisfaction, and identify the root cause right on the spot • 3 tiers of brain, and how they work • Questioning skills • Process to receive the inquiry • Response skills: no-no, anchor, helping, ... • Structure of explore the situation, Situation, Target, Actions and Results • To solve the root cause • Activities: Develop own scripts and role play 	Module 4 Inquiry Receiving
<ul style="list-style-type: none"> • Lecture • Demo • Group discussion 	210	<ul style="list-style-type: none"> • Objective: to equip participants with different persuasion skills • To treat customer based on their social styles 	Module 5 Persuasion skills

• Role Play		<ul style="list-style-type: none">• To draw the relationship map to identify the best pressing points• How to build up the relationship to gain trust• Persuasion skills to move tasks forward with clients• Activities: Develop own scripts and role play	
13:00 Total training time			
			