UNIT Six

HDI Desktop Support Technician Standard

Listed below are the standard competencies covered in this unit.

Standard Number	Competency
1.4.1	Identify considerations for effective use of e-mail communication.
1.7.2	Identify the impact of language barriers when communicating with customers.
1.7.3	Identify options used for language assistance.
1.7.4	Explain when to obtain assistance when supporting a customer whose primary language is different than yours.
5.16.7	Demonstrate positive body language and behavior while onsite.
5.17.1	Explain the principles of active listening.
5.17.2	Explain the benefits of active listening.
5.17.3	Define paraphrasing.
5.17.4	Identify barriers of active listening.
5.18.2	Explain the importance of matching a customer's communication style.
5.18.3	Describe how to match a customer's communication style.
5.18.4	Define a filter.
5.18.5	List the steps of the communication process.
5.21.2	List the reasons for logging all incidents or service requests.
5.21.3	Identify what information should be documented for incidents.
5.21.4	List the benefits of using proper documentation, such as spelling and capturing complete thoughts.
5.21.5	List behaviors to avoid when documenting incidents.