

HDI Desktop Support Technician Standard

Listed below are the standard competencies covered in this unit.

Standard Number	Competency
1.3.1	Identify strategies for multitasking in a support environment.
1.3.2	Explain how to manage the use of your time efficiently.
1.8.1	Define Emotional Intelligence.
1.8.2	Explain why Emotional Intelligence is important to the role of a desktop support technician.
1.8.3	Explain the three major components of Emotional Intelligence.
1.8.4	Describe an emotional hijack.
1.8.5	Explain the impact of an emotional hijack on self and customers.
1.8.6	Describe how to manage a customer's emotional hijack while on the phone.
1.8.7	Describe how to manage a customer's hijack face to face.
3.3.1	Define stress.
3.3.2	Identify causes of stress.
3.3.3	List common physical symptoms of stress.
3.3.4	List techniques for managing stress.
5.19.1	Define customer differentiating.
5.20.1	List principles of negotiating with a customer.
5.20.2	Explain the difference between assertiveness, aggressiveness, and passiveness.
5.20.3	Deal with and address common customer emotions and actions.
5.20.4	Explain the difference between empathy and sympathy.
5.20.5	Identify the benefits of demonstrating empathy with the customer.
5.20.6	Identify signs that a conflict is developing.
5.20.7	Identify techniques to reduce and eliminate conflict.
5.20.8	Identify strategies to use when handling an irate customer.
5.20.9	Identify strategies to use when handling an emotional customer.
5.20.10	Identify strategies to use when handling a rambling customer.
5.20.11	List steps to disengage from a customer who refuses to disengage.
5.20.12	Explain why demonstrating confidence is important.
5.25.1	Identify the characteristics of a positive service attitude.
5.25.2	List the benefits of a positive service attitude.