HDI Desktop Support Technician Standard

Listed below are the standard competencies covered in this unit.

Standard Number	Competency
5.16.6	Identify techniques for keeping the customer's attention during an on-site visit.
5.16.8	Identify habits and situations to avoid when interacting with a customer.
5.16.9	Explain how to use silent time effectively.
5.16.10	Define a drive-by incident.
5.16.11	Explain how to manage drive-by customer interactions.
5.16.12	Describe ways to handle and redirect issues related to non-supported items.
5.19.2	Define customer competency.
5.19.3	Describe four customer competency levels.
5.19.4	Identify ways to adapt to customer competency levels.
5.22.1	Explain creative thinking and why it is important for problem solving.
5.22.2	Explain critical thinking and why it is important for problem solving.
5.22.3	Explain the difference between deductive reasoning and inductive reasoning.
5.22.4	Use open-ended and closed-ended questioning.