

# Millennials & Customer Service Training

As part of the Customer Service Training for Technical Support, the following videos were produced in-house to address specific skills and mindsets that we wanted to promote. Each video starred Technical Support staff, both because of their authenticity as well as their inclination to share and promote the videos they and their peers were in. Feel free to share with your own organization or be used as inspiration for your own microlearning purposes.

**All Videos:** <https://vimeo.com/album/4861880>

**The Reset Dance:** <https://vimeo.com/235405109>

The Reset Dance is a concept that taking a conscious break between phone calls can help re-orient yourself to give a great first-touch. Some things to help create your Reset Dance:

Dos: Quick and quiet, moves the body, disconnect mentally from the last ticket

Don'ts: Vent about the partner, talk down, jump into the next activity with your mind on the last one

**How to Handle Silence:** <https://vimeo.com/240201811>

Key things to keep a partner engaged when silence looms:

- ~Explaining the technology
- ~Collecting pertinent information
- ~Talking them through your process
- ~Guiding them to the Datto Academy
- ~Providing reference KB articles
- ~Giving them a task to perform
- ~Telling them how long until you'll have an update
- ~Setting expectations for the resolution
- ~Asking to call them back

**First Touch:** <https://vimeo.com/243343150>

A tech's First Touch when they answer the phone sets the stage for the interaction. You never know what kind of predicament the other person could be in! A great First Touch is positive, upbeat, and friendly. It communicates, "Whatever problem you're having, we're ready to help you get through it."

## **Empathy:** <https://vimeo.com/244842135>

Empathy, N. - The power of entering into another's personality and imaginatively experiencing his experiences.  
-Chambers English Dictionary, 1989 edition.

What do you experience when you enter into the personality of your customer?

How does a simple call change their day?

## **Explain Simply:** <https://vimeo.com/249552548>

Explaining complicated things simply isn't easy, but it's the right thing to do. Try thinking of some things you tend to explain over and over and find a simpler way to explain it.

## **Active Listening:** <https://vimeo.com/265131054>

Active Listening comprises multiple behaviors, including verbal acknowledgements, body language, eye contact, turning and facing the speaker, and removing distractions.