

# Interact with Clients

ICAS2009B



Ref No: DDICAS09A

## Elements of Competency

### Deliver support to clients

- Provide support for clients in a courteous and professional manner according to organisational policy, taking into consideration cultural differences
- Use active listening and questioning to establish and confirm nature of client concerns
- Maintain client contact and provide progress information until the problem is resolved

### Respond to client complaints

- Demonstrate a positive and helpful attitude to client when handling concern and use sensitivity and discretion when handling issues
- Escalate and refer client concern to support person if required, explaining the nature of issues involved
- Resolve client complain using recommendations from the support person
- Document and record client concerns and solutions in line with organisational guidelines

**Number of Pages** 58

**Audience** This manual is aimed at people who are studying the Certificate II in Information & Communications Technology ICA20105. It covers the elective unit of ICAS2009B Interact with Clients. This manual is a learning resource and is not an assessment tool.

**Prerequisites** Nil

**Course Length** In a training environment this manual is suitable for approximately 20 hours.

**Course Structure** This course contains instructor lead exercises as well as examples completed at the students' own pace.

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## **Elements of Competency**

Introduction

### **Deliver Support to Clients**

Who are my Clients?

Internal Clients Activity

Self-Assessment 1 - Before

### **Interacting with Clients**

Commonly Used Skills

Summary

### **Professional Interaction**

Signs of Success

### **Organisational Policies**

### **Routine Client Support**

Routine Requests

Complex Requests

### **Maintaining Client Contact**

### **Effective Communication**

Introduction

Communication - Sending a Message

Preparing for Communication -

Activity Sheet

Communication – Receiving a

Message

Summary

### **Conveying Information**

Listening Skills

Barriers to Effective Listening

Other Common Listening Faults

Self-Assessment 2

### **Becoming an Active Listener**

Guidelines for Listening Actively

Listening to Clients

### **Questioning Skills**

Closed Questions

Open Questions

Summary

### **Self-Assessment**

### **Self-Assessment**

Role Play

Debrief

### **Respond to Client Complaints**

What is a Complaint?

Handling Client Complaints

Strategies for Handling Complaints

Summary

### **Dealing with Difficult Clients**

Interacting with Assertive Clients

Interacting with Emotional Clients

### **Referring Issues to your**

### **Supervisor**

Supervisor's Recommendations

Self-Assessment 5 - After

Self-Assessment 6

### **Personal Action Plan**