Demonstrate effective communication skills with different types of end users

For this task I was to take on the role of both a technician and a client, acting out a role play with a partner as if in the real world calling in to a technician asking for technical issues to be solved, and as the technician answering questions effectively, providing advice and guidance to the issues.

**In the first part of the role play** I firstly took on the role of a technician, sitting at a desk and waiting for the client to ring up, so that I can provide them with the technical support they need. The three issues that were proposed to me were:

* **I can’t access the internet**
* **I can’t load MS Word**
* **My scanner isn’t working**

When asked these questions, I had to put myself in character as if I actually were a technician giving customer feedback on how they should solve these problems, therefore making sure that all of my responses were both effective and reliable to them.   
When the conversation began, I answered the phone call as “Hello my name is Gladys at technical support customer service, how may I help you?” opening with a polite yet professional way to start the phone call. Then the conversation commenced. When I was firstly asked the question: “why can’t I access the internet?” I had to get around to the problem by myself providing follow up questions to the client such as “have you made sure that all of the cables are plugged in from the modem to the computer are connected?” and “are you sure that you have connected to the Wi-Fi?”, in order to get yes or no responses from the client, and also making sure that they have checked if they have tried to make it work. I then finally suggested that they should check that all the lights on their modem are green and not flashing, and that if it is flashing then they may need to switch off their modem and switch it on again, and if the same results occur then they should ring in again and get help on why exactly they aren’t able to access the internet.

For the next question “Why can’t I load Microsoft Word?” I mentioned that if they have a new operating system Windows 8.1, and that if they have an old version of Microsoft Word, then it may not be compatible with their new operating system, therefore they would need to upgrade their version of MS word to the newest possible which should be compatible.   
Lastly, the third question was: “My scanner isn’t working what should I do?”. I walked the client through what type of solutions I could offer to fixing the scanner, for example by asking if they’ve turned the power button on, plugged in the cables, and even if they have installed the software that it came with. As they had already done that there was only one final solution that I could offer and that was to ask the client if they had set the scanner to their default scanner to see if they had accidentally been receiving information from a different scanner. Therefore as that was the correct solution, I asked if there was anything else I could do for them and as there wasn’t, the client said thank you for the help, and I kindly said “thank you for calling”.

Overall, what was shown throughout this task was the use of effective communication, I provided guidance, good follow up questions and solutions to the client, body language was appropriate as I sat up in my chair, gave my client good eye contact, and was using hand gestures as I spoke, making it seem as if I were really thinking hard on what responses I was giving, and being serious about what I was saying. A good thing about it was that we both kept the conversation flowing, for example there wasn’t any moment that went silent, we were both kind with one another, and although it was a role play, we acted out short moments as if we were really carrying out the solutions, for example the first question about accessing the internet, I gave a hand gesture to my clients about checking the modem, indicating that there should be lights on it for them to check if any were red or flashing. I felt that throughout the role play I also had good voice projection, I wasn’t asked to repeat my self as my client could hear my clearly, and overall I gave clear and good responses.

**The second part of the role play**, I was the client in this case and I had three issues to ask the technician I was speaking to. Those issues were:

* **The PC is not working**
* **I can’t log into my computer**
* **How do I set up a user account on my computer system?**

In this part of the role play being the client I was to make sure that I (acted) carried out and checked the things that the technician was telling me to do, for example if the technician said in order to set up the a new user account, I had to go to start, click on my user account profile image, then find the option “create new account”. Whilst going through these set of instructions I had to act it out as if I was going through it manually on my own computer, this showed both good communication the fact that I got into character as if it were really happening.

One moment in the role play, the technician stumbled and didn’t know how to respond properly, so in order to keep the conversation flowing I decided to help the technician by asking a question that may have related to what she was going to say to me, therefore making the conversation flow again.   
Overall we both gave clear responses, eye contact, and kept good body language, and I also received good guidance and solutions to my issues.