

# The Compassionate Geek

*The Compassionate Geek: How Engineers, IT Pros, \u0026 Tech Specialists Can Master Customer Service* **Five Keys to Success as a Compassionate Geek: Customer Service Training** **Customer Service for IT Pros Webinar | Compassionate Geek w/ Don Crawley** **The Six Key Steps to Handle a Tech Support Call: Customer Service Training 101** **10 Ways to Be a Better Listener: Good Listeners: Customer Service Training** **How to Troubleshoot Nearly Anything: Customer Service Training Videos** **Midnight Espionage | Critical Role: THE MIGHTY NEIN | Episode 12 Shazam!: the Monster Society of Evil (Book Club) - Geek History Lesson** **Four Magical Customer Service Phrases (What to Say in Nearly Any Situation)** **How to Talk to Customers: Empathy, Tone and Making Personal Emotional Connections - Webinar Sample EPIC Verizon Customer Service Phone Call**

Effective Communication Skills: How to Deliver Bad News with Confidence: 3 Magic Phrases (Pt.1) *Customer Service Vs. Customer Experience* **Six Ways to Show Respect to Other People: Customer Service Training Videos**

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Why be a compassionate geek? in a nutshell, by providing great customer service, we develop a relationship of trust and respect with our end users. They learn to come to us early, when problems are small, so we don't have to expend additional resources later putting out big fires. Our users work better, too.

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