

# The Compassionate Geek

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The Compassionate Geek We stand for equality and have no tolerance for hurtful language or behavior. Customer Service Skills Training Programs Based on the Book The Compassionate Geek. From the leading authority on getting IT teams to work together and get the job done Compassionate Geek Don R. Crawley, Linux+ and CCNA Security invested his 35 years of workplace experience and 15 years as a technical trainer in The Compassionate Geek. Don is also the author of the Accidental Administrator series of technical books for I.T. pros. His unique perspective is that of both a tech-person and a successful business owner and manager. The Compassionate Geek: Mastering Customer Service for IT ... About the Author Don R. Crawley, Linux+ and IPv6 Silver Engineer, is a lifetime geek and speaker and author of six books ranging in subject from Cisco to Linux to Compassionate Communication. His focus is on helping IT and other technical staff to master the arts of customer service and communication. The Compassionate Geek: How Engineers, IT Pros, and Other ... About the Author Don R. Crawley, Linux+ and IPv6 Silver Engineer, is a lifetime geek and speaker and author of six books ranging in subject from Cisco to Linux to Compassionate Communication. His focus is on helping IT and other technical staff to master the arts of customer service and communication. Amazon.com: The Compassionate Geek: How Engineers, IT Pros ... The Compassionate Geek takes you into the world of customer service in a day and age where it is a dying art. I..will keep this

book with me...to reference in downtime to help with my customer service skills. Amazon.com: The Compassionate Geek: Mastering Customer ... Leave a Comment / The Compassionate Geek Blog / By Cristina Ordonez Learn 5 techniques you can use right away to be a better listener in this new infographic. It's More Than Just Being Silent Being better at listening well is much more than just being silent while the other person is speaking. Learn How to Exceed Customer Expectations from The ... 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. Don R. C R awley The Compassionate Geek: Mastering Customer Service for I.T. Professionals, by Don R. Crawley and Paul R. Senness (164 pages, \$20 at amazon.com; www.compassionategeek.com) Elizabeth Heichler is vice... Turn IT pros into 'Compassionate Geeks' | Computerworld Now in its third edition, The Compassionate Geek was written by a tech person for tech people. There are no frills, just customer service best practices and ideas that actually work! Filled with practical customer service tips, best practices The Compassionate Geek: How Engineers, IT Pros, and Other ... A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, "The Compassionate Geek" was written by tech people for tech people. There are no frills, just best practices and ideas that actually work! The Compassionate Geek: Mastering Customer

Service for I.T ... A former IT trainer and consultant, he is an award-winning IT customer service speaker and the author of eight books for IT professionals including *The Compassionate Geek*. He's especially good at helping IT teams work together so they can get things done. Request Information or Call 206-988-5858 Learn Customer Service Skills from Don R. Crawley | IT ... Filled with practical customer service tips, best practices, and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Each chapter includes a reflection and discussion section to help you improve your customer service skills. There are lots of personal stories and examples of mistakes made and lessons learned. Don Crawley - C-Suite Book Club Geek or not, the book is insightful for everyone. With clear organization and graphics, terrific exercises and thought-provoking quotes, *The Compassionate Geek* is a guide to better customer service, and to leading a better life. Amazon.com: Customer reviews: *The Compassionate Geek: How ...* We kick off 2018 with a very "friendly" episode, talking to Don Crawley—also known as the *Compassionate Geek*. Don is a keynote speaker and corporate trainer who helps service desk technicians improve their empathy and compassion, which leads to higher client satisfaction rates and greater employee happiness. *The Compassionate Geek* - FMSP 009 - Auvik Networks Inc. Listen to *The Compassionate Geek* Blog and Podcast episodes free, on demand. IT author/speaker Don R. Crawley's blog and podcast helping technical staff master the arts of great customer service and outstanding communication. The easiest way to listen to podcasts

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