



Web Development and Database Administration

Level II

Based on March 2022, Curriculum Version 1



MODULE TITLE: Recording Client Support Requirements

MODULE CODE: EIS WDDBA2 M07 0322

NOMINAL DURATION: 35 Hours

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Acronym

SLA-	Service Level Agreement
IT-	Information Technology
TTLM-	Teaching, Training, Learning Material
LAP-	Learning Activities Performance

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Introduction to the Module

In Web Development and Database Administration, the Maintaining IT equipment and consumables helps to know the Recording Client Support Requirements

This module is designed to meet the industry requirement under the Web Development and Database Administration standard, particularly for the unit of competency: Recording Client Support Requirements.

This module covers the units:

- Logging requests for support
- Prioritizing support requests with appropriate personnel
- Participating in workplace meetings and discussions

Learning Objective of the Module

- Log requests record for supporting clients
- Prioritize requests to support clients
- Participate in meetings

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

- Read the information written in each unit
- Accomplish the Self-checks at the end of each unit
- Perform Operation Sheets which were provided at the end of units
- Do the “LAP test” giver at the end of each unit and
- Read the identified reference book for Examples and exercise

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Unit One: Log Requests For Support

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Recording client support requests and requirements according to organizational standards
- Reviewing client support history and details
- Checking and requesting the information for accuracy and urgency

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Record client support requests
- Review client support history and details
- Check and request the information for accuracy and urgency

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1.1 Recording client support requests and requirements

- Client

Can be an individual, an organization, business or an institution that may come in person or communicate using any communication means like telephone, e-mail, fax or online help desk to get technical support, consultation on technologies etc

- Log

Means recording client support requirements based on organizational rule, regulation and policies.

- Escalate

Transferring a helpdesk that cannot be resolved to personnel at a lower level such as an IT specialist or IT manager.

- First level Support

usually refers to the initial support offered to a customer by a help desk operator; in this initial point of contact, the officer determines the nature of the call and will try to solve the problem if it is straightforward; support organizations usually have quite clear outlines of what constitutes first level support.

- Priority

The value given to an incident, problem or change to indicate its relative importance in order to appropriately allocate resources and specify an appropriate time-frame for resolution.

- Service Level Agreement

An agreement between a service provider and a customer detailing the level of service that is provided, usually including what *is* covered, what *is not* covered, the response time for resolution.

This is a contract that defines expectations between an organization and the service seller to provide an agreed-upon level of support. As an employee of the service company, your job is to honor the SLA that you have with the customer:

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- Service monitoring
- Contingency
- Maintenance windows
- Response time guarantee

An **SLA** typically is a legal agreement that describes the responsibilities and liabilities of all parties involved.

Overview of Client support requirements

Providing good IT supports for clients is vital to the effective operation of any organisations, so you may find there are established procedures for determining and addressing client support issues. In this Learning guide you will learn about these procedures, as well as the general skills and knowledge needed to record clients' support need with IT problems.

Client Support Roles

Information technology is an integral part of the operation of modern organisations or businesses. Users of information technology need timely, high-quality support. In addition to sound technical skills, IT support staff should have a range of skills that improve their ability to successfully provide IT services to their clients.

The most important skills needed by the IT professional who is working as a help desk person to record the clients' support requirement are:

- Technical skill
- Active listening skill
- Professional act
- Good conduct
- Following call handling processes
- Customer handling skill etc

The circumstances in which you are required to provide advice on IT problems will depend on the nature of your organization. Some organizations may rely on local IT businesses to provide support, or take out a contract with a company which provides IT support services. A growing area of IT is businesses specifically set up to provide IT support to organizations. These

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companies provide employment opportunities for individuals with the right skills and knowledge.

Many medium and large organizations provide a centralized help desk support service. Clients with IT problems report these to the help desk. Support is typically provided for areas such as:

Hardware and software faults

- Networking problems (including login problems)
- Email and Internet problems
- Consultation on purchasing information technologies
- Installation and configuration hardware
- Training needs
- Printing problems
- Software installation and upgrade etc

Help desks will often provide additional services to those listed here, depending on the needs of the organization.

Clients may request support:

- By calling a telephone or by email
- They may come in person /coming to office/
- They may fax

The one in charge of recording client support request log the request and enter them into a centralized database program that is designed to track client support requirements. There are many commercially available programs which have been designed specifically for IT support requirement operations. In many organizations, help desk operators attempt to fix straightforward problems. This is known as first level support. In some organizations, operators simply log calls, which are then allocated to the appropriate technical staff. In the case of organizations with only a few employees, IT problems may be handled by an employee who combines support duties with other functions.

The proportion of problems that can be handled at the first point of contact will depend on the skill and training of the help desk staff. As a large proportion of calls to any help desk are

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unimportant problems, first line support can ensure that the time of the specialists in the various skill groups is not wasted and is only used when there is a problem that requires their attention.

Recording Client's support Request

If you are on the help desk and a client rings, fax, e-mail or come in person and request for support, what details do you ask them to provide? In larger organisations, particularly there is usually specialist software in which these calls are recorded.

Below is a sample of a typical data entry form for recording details of client requests. Examine the type of information you need to record.

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Sample of a typical data entry form

Table 1. 1 Typical Data Entry Form

Data required	Entry
Log number:	
Help Desk Operator's name:	
Date and time of client request:	
Client's name:	
Client's contact details:	
Section and location:	
Problem logged:	
Date and time problem occurred:	
Computer/peripheral affected	
Impact of the problem on operations/business:	
First line support provided (if any):	
Escalate to support staff? Yes/No	
Support staff request details: Date and time reported:	
Name of support staff:	

1.2 Reviewing client support history and details

Reviewing Client Support History

Reviewing client support history means checking the client support request database for the same problems. This is very important to overcome the following main challenges one may face while working as a Help Desk IT professional.

- It enables to find easily how the previously logged problem is solved
- It eliminates redundancy of recording the same problem
- It enables easily identify the problems solved from the one in queue
- It enables the responsible IT staff for the resolution of the problems logged etc

1.3 Checking and requesting the information for accuracy and urgency

Accuracy is to be ensuring that the information is correct and without any mistake. Information accuracy is important because may the life of people depend in it like the medical information at the hospitals, so the information must be accurate.

The quality of information measured by accuracy, timeliness, completeness, relevance and if it is easy to understood by the users, so the accuracy important for quality of information. And the accuracy represents all organization actions. To get accurate information we need the right value.

If someone gave inaccurate information, it is difficult to find who made the mistake. There are many reasons for inaccurate information. The most common case is when the user enter wrong value. To avoid this mistakes the organization must find who has experience and skills for data entry. *Urgency* is a measure of how long it will be until an incident, problem, or change has a significant business impact. For example, a high-impact incident may have low urgency if the impact will not affect the business until the end of the financial year.

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Self-check 1

I. Say true or false(1 point each)

_____1. Information technology is an integral part of the operation of modern organizations or businesses.

_____2. In larger organizations, particularly there is usually specialist software is used to record client support.

_____3. Client can be an individual, an organization, business or an institution that may come in person.

II. Choose the best answer (1 point each)

_____4. The most important skills needed by the IT professional who is working as a help desk are:

_____A. Active Listener B. Technical Skill C. Act as professional D. All

_____5. _____is the value given to an incident, problem or change to indicate its relative importance.

A. Service Level Agreement B. Priority C. Help Desk Operator D. Request Order

_____6. SLA stands for:_____. A. Service Level Argument B. Service Level Argent C. Service Level Agreement D. All

_____7. _____ usually refers to the initial support offered to a customer by a help desk operator. A. First Level Support B. Second Level Support C. Middle Level Support D. None

_____8. Help Desk IT professionals can perform:

- A. Solves clients problem
- B. Recording client requests
- C. Prioritize client requests
- D. All

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III. Matching items

A

___9. Escalate

___10. Log

___11. Client

___12. Service Level Agreement

___13. Priority

___14. First Level Support

B

A. transferring a helpdesk that cannot be resolved

B. recording client support requirements

C. legal agreement that describes b/n parties

D. allocate appropriate time-frame for resolution

E. can be an individual, an organization to get technical support

F. initial support offered to a customer by a help desk

IV. Short answer

15. Prepare sample data entry form from clients

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Unit Two: Prioritize Support Requests

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying relevant guidelines for prioritizing or rating client requests
- Prioritizing client requests
- Referring requests to appropriate person or department for assistance
- Involving appropriate persons with client support to be communicated

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify relevant guidelines for prioritizing or rating client requests
- Prioritize client requests
- Refer requests to appropriate person or department for further assistance
- Involve appropriate persons with client support to be communicated

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2.1 Identifying relevant guidelines for prioritizing or rating client requests

There should be some mechanism used to prioritize service request that come from clients. In many organizations there are rules and policies that govern prioritization issues. The most important factor taken into consideration is:-

Business Critical System – the interruption of such system directly affects the production, profit of the organization or the business. It results in bankruptcy, frustration, disappointment etc

Urgency of the service requested

Organizational Guidelines

Organizational guidelines are the **policies or procedures** that are used to correctly perform a specific activity or operation within an organization. Here, we will see the organizational guidelines used to prioritize client support requirements.

Prioritize client requests based on criticality or impact on the business

Some client support requests will be allocated a high priority, as they involve critical IT functions which cannot be carried out until the problem is resolved. Extra resources may have to be allocated to high priority support needs, and the progress of these support needs to be closely monitored.

The most common ways of prioritization mechanisms are using the following general guidelines but its best to respond to all requests as quickly as possible.

- High Priority

High priority is given where the business critical system has got a problem.

A significant number of people are affected by an issue, a customer’s computer crashed, the network server is down, a virus attack, or there is a security concern.

Examples: The user is unable to login; the computer crashed; a customer’s account is locked or the password needs to be reset; a computer has been infected by a virus; an entire student lab is down; if the network is inaccessible.

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- **Medium Priority:** A single customer is affected by a problem but is still able to work, or there are problems with a service but it is still functional.

Examples:- A customer is experiencing irregular computer problems; is unable to open or work within a software program; is having printer problems; has lost access to a file share; or requires data recovery/backup.

- **Low Priority:** Routine or maintenance tasks.

Examples: A customer asks “how to” questions or requests new software installations or computer set up. The department requests account creations or updates, directory changes, or new file shares.

Ways to Prioritize

- QUADRANT 1: Important + Urgent
- QUADRANT 2: Important + Not-Urgent
- QUADRANT 3: Not Important + Urgent
- QUADRANT 4: Not Important + Not Urgent

	URGENT	NOT URGENT
IMPORTANT	<i>Quadrant I:</i> Urgent & Important	<i>Quadrant II:</i> Not Urgent & Important
NOT IMPORTANT	<i>Quadrant III:</i> Urgent & Not Important	<i>Quadrant IV:</i> Not Urgent & Not Important

Figure 2. 1 Prioritizing Quadrant

2.2 Referring requests to appropriate person or department for assistance

What is a request for a referral?

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Asking a member of your personal or professional network for an endorsement and introduction to a prospective employer is a referral request. Having a referral can help separate you from other job candidates and may increase your chances of getting an interview or job offer. You may be offered a referral, or you can request one. Choosing the right person to ask and the best method of approaching them can add a valuable referral to your resume and cover letter.

How to create a request for referral

Employers look for referred candidates because they have verified experience and skills. Having a referral also demonstrates personal character and your ability to form and maintain agreeable work relationships. It is usually worth the extra time and effort to ask a member of your network to refer you for the job when you apply. Here are four steps to consider when seeking a job referral:

- **Determine who to ask**

The network of people you can approach for a referral consists of your close and mutual associates or former educators. You may choose a connection currently working for the employer you are applying to, someone who can vouch for your character or someone familiar with your work and industry. Former supervisors, professors, advisors, colleagues or clients are all possible referral sources.

- **Consider how to ask**

Depending on your relationship, you may choose a formal, informal or casual approach to writing your referral request. Their position may also affect your tone. For instance, you may still be formal with someone you know well if they are an authority figure. If you are writing someone you know through a mutual connection, you can include the connection's name at the beginning of your request and in your subject line.

- **Request a referral in writing**

An email or letter is an opportunity to craft the most persuasive referral request possible while including all necessary additional materials. You should attach a copy of your updated resume,

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cover letter and job description. A written referral request is also more likely to be remembered and followed up on by the person you are asking.

- **Make it easy**

The easier it is for a person to fulfill your request, the better and more timely the results can be. Attach your resume and the job listing to your referral request for their consideration. Offer to provide additional materials if they might be helpful, like a portfolio, and propose to discuss things further in person or over the phone. If you know the individual you are asking for a referral has a busy schedule or isn't very familiar with your career, you can offer to draft a referral letter for their signature if it seems appropriate.

Here are a few more tips to help you ask someone for a job referral

- **Consider your tone and relationship.**

Adjust how formally you ask for a referral based on how well you know the person and their position.

- **Accept that they might refuse**

Express understanding if a person cannot provide you with a referral, and thank them for their time.

- **Find out if the company has a bonus program**

Many employers use bonuses to reward their employees for referring qualified job candidates, making the person who refers you likely to be that much more enthusiastic.

- **Express gratitude**

Send a thank you note after receiving a referral to express your gratitude.

- **Maintain your network**

You can build your network for future referrals by attending conferences and joining professional organizations in your field.

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2.3 Involve appropriate persons with client support to be communicated

Communication is simply the act of transferring information from one place, person or group to another. Every communication involves (at least) one sender, a message and a recipient. This may sound simple, but communication is actually a very complex subject.

The transmission of the message from sender to recipient can be affected by a huge range of things. These include our emotions, the cultural situation, the medium used to communicate, and even our location. The complexity is why good communication skills are considered so desirable by employers around the world: accurate, effective and unambiguous communication is actually extremely hard.

- Client Support Specialist Job Description

Client support specialists specialize in customer relations. Their duties include providing technical and product support, helping customers with product setup, and recording all customer complaints, comments, and requests.

- Client Support Specialist Job Description Template

To ensure success as a client support specialist, you should be able to display exceptional client service skills and the ability to support customers with technical difficulties in a timely manner.

Client Support Specialist Responsibilities:

- Responding to customer queries, complaints, and requests via phone, email, or chat.
- Assisting customers with product setup and resolving any technical issues they might experience.
- Informing customers about specialized product functionalities and features.
- Following up with customers to ensure that reported technical difficulties have been resolved.
- Troubleshooting, analyzing, and reporting product errors, failures, or malfunctions to management.
- Keeping a detailed record of client data, including useful comments, as well as positive or negative feedback.

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- Analyzing customer feedback and advising management on areas of improvement.
- Maintaining client accounts and updating billing information as needed.

Client Support Specialist Requirements:

- Being expert in information technology, or a similar field.
- Experienced as working as a client support specialist, or a similar role.
- Working knowledge of remote service tools and help desk software
- Excellent knowledge of customer relationship management best practices.
- Exceptional written and verbal communication skills.
- Solid analytical and problem-solving skills.
- Strong multitasking and organizational skills.
- Ability to work under pressure

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Self-check 2

I. Answer the following questions properly(1 point each)

1. What are requirements of client support specialists?
2. Write level of priority for requests and explain each.
3. Write ways of prioritize the requests.
5. What are the criterias you consider when ordering the requests.
6. Assume you are client support specialist and you have logged three important +urgent requests at the same time; how can you order priority for the requests?

II. Fill blank spaces properly(1 point each)

7. _____ is an approach to handling support requests that involves making an active decision about which ones are more important and should be handled first.
8. _____ specializes in customer relations.
9. Asking a member of your personal or professional network for an endorsement and introduction to a prospective employer is a _____.
10. Every communication involves (at least) one _____, a _____ and a _____.

III. Short answer (5 points each)

11. Write & explain about client support specialist requirements(1 point)
12. If you're reporting to more than one manager, how do you prioritize your duties?
13. How do you prioritize your work?
14. How do you manage your time and prioritize tasks?
15. How do you handle multiple tasks and priorities?
16. Explain about a time you had to manage conflicting priorities at work

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Operation sheet 2.1 Supporting client request1

Operation title: Apply priority order of requests

Purpose: To practice and demonstrate the knowledge and skill required in prioritizing order of requests.

Instruction: record the following requests and follow the operation procedures

Log No	Client	Request description	Date
01	Client1	YouTube is down when he/she is watching entertainment.	01/23/2014 at 3:14 PM
02	Client2	The printers hold the paper while printing document.	01/23/2014 at 3:15 PM
03	Client3	The Internet connection is down while accessing job vacancy	01/23/2014 at 3:16 PM
04	Client4	The computer is not respond while printing payroll records.	01/23/2014 at 3:17 PM

Table 2. 1 Client Request Records

Tools and requirement:

This operation sheet

Computer,

Precautions: Apply priority quadrants

Procedures

Step-1: record log records as above table

Step-2: apply order of record priority using priority quadrant

Step-3: give solution for each request

Quality criteria: Solution is provided in just priority order

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Operation sheet 2.2 Supporting client request

Operation title: Apply priority order of requests

Purpose: To practice and demonstrate the knowledge and skill required in prioritizing order of requests.

Instruction: record the following requests and follow the operation procedures

Procedure

Form 1: Support Request Form

Department: <u>HR</u>	Date of Request <u>23/08/2014</u>	Requested ID: <u>XYZ 130</u>
		Requested Time: <u>3:30 A.M</u>
Name of Client: <u>W/rt MULU</u>		
Equipment Description: <u>Dell computer</u>		
Problem Description: <u>Antivirus software is not working</u>		
For IT Support Technician only		
Technician Name _____		Response time _____
Identified Problem _____		

Form 2: Support Request Form

Department: <u>Purchasing</u>	Date of Request <u>23/08/2014</u>	Requested ID: <u>XYZ 131</u>
		Requested Time: <u>3:30 A.M</u>
Name of Client: <u>Ato. Melaku</u>		
Equipment Description: <u>Dell computer</u>		
Problem Description: <u>Printer stopped working</u>		
For IT Support Technician only		
Technician Name _____		Response time _____
Identified Problem _____		

Step 1: Record the details of all the requests by preparing a request recording list

Step 2: prioritize and escalate the requests considering your working environment and your roles and responsibilities

Quality criteria: Solution is provided in just priority order

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LAP Test 2: perform client support requests

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Unit Three: Participate in workplace meetings and discussions

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Attending team meetings on time as scheduled.
- Expressing own opinions clearly
- Listening those of others to without interruption.
- Developing consistent meeting inputs with the meeting purpose and established protocols.

Conducting workplace interactions in a courteous manner. This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Attend team meetings
- Express own opinions
- Listen others to without interruption.
- Develop consistent meeting inputs with the meeting purpose and established protocols.

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Introduction

Conducting Workplace Interactions In A Courteous Manner

- **Participate at Work**

Every workplace will have staff meetings/team meetings, formal and informal discussions.

When a business places a proper value on the time spent by people preparing for and attending meetings, it is quickly seen that they are a very expensive exercise.

Have you ever been to one of those meetings where no objectives were met, no actions were agreed upon and generally it was a complete waste of your time? Effective meeting procedures are essential to ensure that the maximum output is gained from a meeting.

Some basic expectations are:

- **A clearly defined purpose to your meeting**

Ask questions such as; Why are we meeting? What are we trying to achieve? Are we meeting for meetings sake? However, consider that at times the purpose of bringing people together for a meeting may be to achieve other important interpersonal objectives like team building, brain storming or group problem solving. Make sure that you clearly communicate the meeting purpose well before hand, this gives attendees time to gather ideas or research issues prior to attending the meeting.

- **Advise people of the meeting in time for them to be able to attend**

It is amazing how often key people are left out of meetings or are not able to attend simply due to a lack of planning and sufficient notice.

- **Set an agenda**

An agenda aims to keep discussions on track and to keep everyone focussed on the issues. The agenda should be distributed to attendees before the meeting.

- **Start and finish on time**

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Make sure the meeting starts and finishes on time so participants feel that their time is valued and that they can plan for effective meeting participation to fit within their work load.

- **Manage the participants**

It is important that every person feels their attendance and contribution is valued. People must be given the opportunity to express their opinion as well as recognizing they must also listen to others without interruption. Clear conflict management strategies must be in place.

3.1 Attending team meetings on time as scheduled

Team meeting

By definition, a team meeting is a scheduled conversation when employees discuss a particular topic or list of topics, which should be outlined on a pre-planned agenda created by the meeting leader. Meetings are part and parcel of every organization. It's a way for employees to gather, exchange ideas, share feedback, and learn from each other. Effective team meetings are not difficult to achieve but they do require skill and structure to pull off. Effective team meetings will help your team deliver quality work much faster and chart on a better path together. It will also help you showcase your leadership skills.

Why Effective Team Meetings are Important

Effective team meetings are productive, inclusive, and collaborative. Here are some reasons why you should strive to have effective team meetings.

- **Builds Stronger Relationships**

It's easier to build teamwork with personal interaction. When there's a free-flowing exchange of ideas and you can see and hear your teammate's thoughts personally, you get to establish a deeper bond with your team. Effective team meetings help you create this strong bond. A strong team dynamic is vital to work success and productivity.

- **Helps Make Better and Faster Decisions**

An effective team meeting is essential to issue resolution and brainstorming. If you're a team manager, it's easier to make better decisions when you have enough information on key matters

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that affect your team. Most of the time, it's your team members who will have more visibility and knowledge on these matters. Having a team meeting with them will help you get those information faster and come up with a sound decision that's beneficial for everyone involved.

- **Facilitates Creative Thinking and Innovation**

Effective team meetings allow employees to showcase critical thinking, creativity, and ingenuity. You can come up with a good idea alone.

- **A Medium for Feedback and Continuous Improvement**

Effective team meetings are a great channel for feedback and continuous improvement. Feedback is given instantaneously and this open communication allows your team members to grow professionally. Team meetings are a great way to learn more about working with your team and how you can continuously improve.

Tips for Running Effective Team Meetings

Now that you know the benefits of an effective team meeting, it's time to have your own. Here are some tips on how you can make sure to always have an effective and engaging team meeting.

- **Have a Clear Agenda**

What is the purpose of your team meeting? What do you want to share during the meeting? Is it beneficial for everyone?

- **Determine Who Should Attend**

Now that you know your meeting's purpose, who do you think should be in the meeting? Does the whole team need to be in it or just select team members? Who are the ones involved in the topic you will discuss? Whose inputs do you need to get?

- **Stick to Your Agenda**

Anything that's not on the agenda was not planned to be discussed. Avoid getting sidetracked by other discussions or topics. If you feel that it's a necessary discussion to be had, then set up another time to discuss it.

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- **Determine Action Items**

Any action items from the meeting should be properly documented and communicated. Determine who's responsible for them and also set target deadlines for completion. You also need to set how you're going to follow up on these action items.

- **Encourage Feedback**

Just because you set up the meeting, doesn't mean you're the only one who gets to talk. Encourage your team members to give their inputs and feedback. Give everyone the chance to speak. You'll be surprised at how much you can get done when everyone participates. You should also get your team's feedback on how your meeting went and what they think can be improved.

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3.2 Expressing own opinions clearly

- **Ground your thoughts in facts.**

Opinions are strengthened with facts because you ground yourself in truth. Combine your thoughts with data. Consider saying, “I suggest we pursue the second option because…” and then proceed to mention a case study. When you ground your opinion in facts, your argument is more persuasive.

- **Use concrete words.**

The more concrete you are with your thoughts, the more clear you will be and the more people will listen to you and understand you. Try not to use absolute words like “always” or “never.” You don’t want to suggest you know the absolute truth, and you are more persuasive when you are specific.

- **Speak firmly, not necessarily loudly.**

If you have an opinion, say it firmly. Own your thought. That ownership helps you to exude confidence and lets your words speak for themselves. You can make an impact without having to make a loud noise.

- **Ask questions, and listen to others.**

Bring other people in. Do not give a speech. Have a discussion. Ask, “What are your thoughts?” Be flexible. Maybe the opinion you started with is changed by what you heard. Create a dialogue that demonstrates your interest in other people’s ideas and allows them to know that they are being heard.

- **Look at the person.**

Use your body as another way to show that you are open-minded. Make eye contact when you are speaking and listening. Turn your body towards people. Use your body language to demonstrate openness. When people see your open-mindedness, they will believe it.

- **Don’t be a contrarian for the sake of being a contrarian.**

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If you have a valid question or counter point, share your opinion. But do not intentionally shut down other people’s opinions to prove a point. Arguing for the sake of arguing is counterproductive, egotistical and turns people off.

- **Speak first and last.**

The order of speaking matters, too. Don't hold back. Speak at the beginning to set the tone. It is also important to show that you listen to other people's thoughts. Speaking also at the end allows you to integrate other people’s thoughts in your remarks. When you demonstrate to others that you have listened, you make yourself more persuasive and impactful. Have an opinion, and don’t be afraid to express it. To make an impact and have your opinion heard, be conscious of how you deliver your thoughts.

3.3 Listening those of others to without interruption.

Here is a tendency for anyone in a deep or important conversation to try to think of their response – or interrupt with their response – any time they are being spoken to in a way they disagree with. This is especially true when engaged in a conversation or argument with a significant other, a child/parent, or anyone that you love. It is also true with coworkers, roommates, and friends. It can sometimes be difficult to listen to all the other person has to say without interrupting with thoughts, opinions, or ideas of our own.

We may be trying to be helpful, we may not even realize we are doing it, or perhaps we feel like we are defending ourselves from some type of personal attack. But this can be problematic, as interruptions may hurt the core of healthy communication.

Communication often relies on the relationship between two individuals. There has to be this feeling of trust and respect for the conversation to be productive and for both parties to leave it feeling heard.

Interruptions interfere with your ability to establish healthy methods of communication within the relationship, as when you interrupt, you suggest that what the other person is saying is less important than what you have to say. For the person that is being interrupted, the implication is that you do not respect them enough to grant them your time.

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Generally, when you interrupt, it is because you're formulating an argument in your head while the person is talking. In order to form that argument, you often ignore what the person is saying in favor of your thoughts, and in turn you may misunderstand them or may miss out on important information.

3.4 Developing consistent meeting inputs with the meeting purpose and established protocols.

- Follow a consistent agenda

This can include topics, speakers, action item review and timeline review.

- Provide a consistent approach to presentation materials

The format, length, colors, and font should be consistent so the participant knows where to go for relevant information and not relearn the new style each meeting.

- If you need certain people in key locations, reserve their seats and don't leave everyone guessing.

- Follow-up

In a timely manner. Consistency in the timeliness of meeting minutes and updates is critical. Consistent meetings will help participants actively engage and deliver results without crawling up the meeting learning curve. This could be the secret sauce to improve your meetings.

3.5 Conducting workplace interactions in a courteous manner

Building good working relationships is extremely important for a healthy workplace. If you can get along with others in the office, you can get along with yourself as well and you are able to engage people in a courteous manner that respects their individual traits. At the end of the day, you create the grounds for a positive employee interaction that can boost employee morale and drive organizational performance.

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Here are certain tips on how to be courteous to your co-workers:

- **Say good morning**

Exchanging a daily greeting is a must to build successful working relationships. Although every workplace has its own organizational culture, finance is a competitive field and it requires a delicate behavior. Saying good morning by looking people in the eye while passing from their cubicles or the hall shows that you acknowledge them, therefore making them feel important. At the same time, you present a sociable and friendly face.

- **Say thank you**

When a coworker offers assistance with a project, make sure to acknowledge their contribution to the successful completion of the task. Saying thank you shows respect and gratitude and what you earn in return is the great feeling of having encouraged a coworker to put their best effort in helping you. There are more ways to thank someone than actually saying it.

- **Show mutual respect**

Showing mutual respect at workplace indicates that you truly value your colleagues and that they value you back. In fact, it is more than being respectful because with your attitude and behavior you instill mutual respect in order to create a productive, non-toxic working environment. Listen carefully to what your coworkers have to say, get in their shoes and when your turn comes to provide an answer, try to use an open approach with positive affirmations. Combative language is not recommended when you try to earn mutual respect. In addition, be genuine when showing respect in order to create a cycle of positive relationships at workplace.

- **Volunteer**

Going the extra mile at the office can never fail you. Volunteering for the best of the community is always appreciated.

- **Be a good cubicle neighbor**

Working close to somebody else requires respecting other people's privacy. Most of the times, cubicles are placed really close to each other, which means that you should be extra careful with certain things. For example, avoid bringing smelly food like hard boiled eggs and tuna

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sandwiches in your cubicle, or avoid eating at your workstation in general. Take advantage of a break, unwind, go outside, call a friend and return to your tasks refreshed and reinforced. Avoid placing phone calls on the speaker or listening to favorite music without headphones. Take your personal calls outside or in an empty conference room and try to limit distractions within your cubicle’s walls.

- **Promote effective communication**

Good relationships are built on effective communication. The same goes for working relationships, which can be built via phone, email or at the workplace. No matter what the nature of the relationship is, you have to make sure that you communicate clearly and effectively in a manner that not only the exchanged information is understood, but also the emotions behind the information are clearly conveyed. Articulate your points choose your words carefully and say exactly what you have in mind to avoid confusion. At the same time, be an active listener and try to understand what the other person means and what their emotions are. This is how productive working relationships are formed and maintained.

- **Clean up your mess**

Don’t leave your dirty stuff in the sink for other employees to find. If you have a bite at your desk, make sure to wipe the crumbs. It’s not nice for your workstation to look like a bird’s nest.

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Self-check 3

I. Say true, if the statement is correct or false if the statement is incorrect(1 point each)

Total Marks: 35%

___1. Building good working relationships is not extremely important for a healthy workplace.

___2. Exchanging a daily greeting is a must to build successful working relationships.

___3. Showing mutual respect at workplace indicates that you truly value your colleagues and that they value you back.

___4. Good relationships are built on effective communication.

5. Saying thank you shows respect and gratitude.

___6. Working close to somebody else requires respecting other people's privacy.

___7. Being an active listener and try to understand what the other person means and what their emotions are promotes effective communication.

___8. The more emotions are heightened, the less anyone is listening in an argument or discussion.

___9. **Communication** often relies on the relationship between two individuals.

___10. Opinions are strengthened with facts because you ground yourself in truth.

II. Fill blank spaces properly(2 points each)

11. Exchanging a daily greeting is a must to build successful working _____.

12. Good relationships are built on effective _____.

13. _____ often relies on the relationship between two individuals.

14. _____ meetings will help participants actively engage and deliver results without crawling up the meeting learning curve.

15. Effective team meetings are _____, _____, and _____.

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III. Short answer (5 points each)

16. What is team meeting, explain

17. Why effective meetings are very important?

18. What are certain tips on how to be courteous to your co-workers?

Reference

1. [Client Support Specialist Job Description \(betterteam.com\)](http://betterteam.com)
2. [List of Client Support Specialist Responsibilities and Duties \(greatsampleresume.com\)](http://greatsampleresume.com)

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