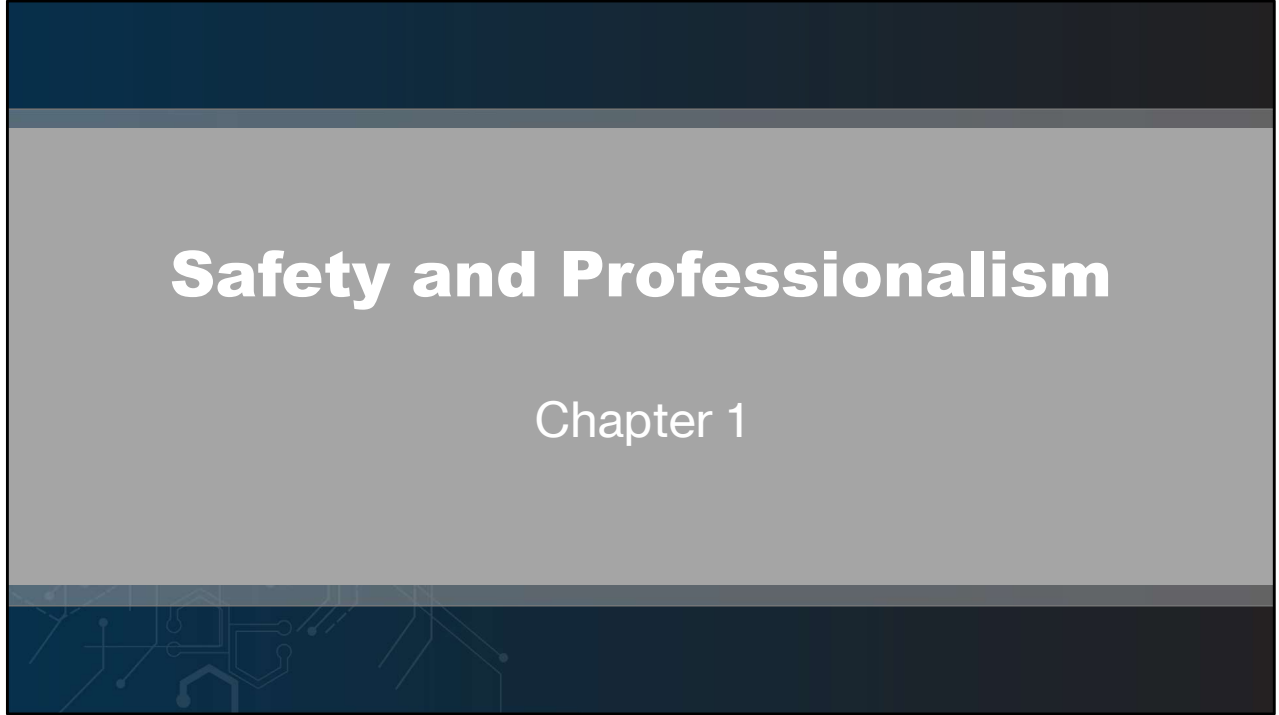


# Safety and Professionalism

## Chapter 1



Episode: **Professional Communication,  
Part 1**

Objective(s): Core 2 - 4.7 Given a scenario, use proper communication techniques and professionalism.



## Episode Description

A+

Technical skills are only part of what makes a great tech. Techs must also possess professional communication skills to ensure users get the support they need in using their systems to get their work done. This is the first of two parts that cover the communication skills every tech needs to provide this level of support.

CompTIA



## Key terms

A+

- 1:06 - Objective term - Be on time
- 1:32 - Objective term: Actively listen
- 2:15 - Objective term - Clarify customer statements
- 3:33 - Objective term - Maintain positive attitude/project confidence
- 4:08 - Objective term - Use proper language and avoid jargon, acronyms, and slang
- 5:15 - Objective term - Set and meet expectations/timeline and communicate status with customer

CompTIA



# Quick Review

- Actively listen, avoid interrupting the customer
- Clarify customer statements
- Maintain a positive attitude
- Avoid jargon and use plain, proper language
- Set and meet expectations



Episode: **Professional Communication,  
Part 2**

Objective(s): Core 2 - 4.7 Given a scenario, use proper communication techniques and professionalism.



## Episode Description

A+

Knowing what to say and how to say it is a start, but good communication takes practice. Until you get a chance to try this out in the real world, the next best thing is seeing these skills in action.

CompTIA



## Key terms

A+

- 0:37 - Objective term - Be culturally sensitive
- 0:48 - Objective term - Use appropriate professional titles
- 1:16 - Objective term - Avoid distractions when working with a customer
- 2:10 - Objective term - Avoid being judgmental
- 2:30 - Objective term - Avoid dismissing customer problems
- 2:59 - Objective term - Deal appropriately with customers' confidential and private materials

CompTIA





## Key terms

A+

- 4:44 - Objective term - Don't argue with customer or be defensive
- 5:11 - Objective term - Follow up with customer later to verify satisfaction
- 5:31 - Objective term - Provide proper documentation on services provided
- 6:36 - Objective term - Offer different repair/replacement options

CompTIA



# Quick Review

- Be culturally sensitive, use professional titles, never be judgmental
- Avoid distractions, no personal calls
- Deal appropriately with confidential materials
- Never argue with customers



## Episode: **Dealing with Difficult Customers**

Objective(s): Core 2 - 4.7 Given a scenario, use proper communication techniques and professionalism.



## Episode Description

A+

Not every client interaction can be pleasant and knowing how to deal with difficult customers is a key soft skill that you will need to master. The wrong response can and often does make the situation worse. In this video we will learn how to effectively communicate with particularly difficult customers and examine some phrases that you can immediately use in similar encounters.

CompTIA



# Key terms

A+

- 0:37 - Objective term - Professional appearance and attire is important
- 0:46 - Objective term - Match the required attire whether formal or business casual
- 0:55 - Objective term - Don't argue with customers or be defensive
- 1:04 - Objective term - Avoid dismissing customer problems
- 1:49 - Objective term - Avoid being judgmental
- 1:57 - PEBKAC (problem exists between keyboard and chair)
- 2:42 - Objective term - Clarify customer statements
- 3:20 - Objective term - Don't disclose experience via social media outlets

CompTIA



# Quick Review

- Appearance and attire is important in the workplace and communicates a professional attitude
- Don't argue with customers or be defensive
- Avoid dismissing customer problems or being judgmental
- Clarify customer statements before moving on to solving the issue



## Episode: **Physical Safety**

Objective(s): Core 2 - 4.4 Given a scenario, use common safety procedures.



## Episode Description

A+

As much as we need to protect our computers, we must also protect ourselves in our work environment. Good techs understand how to use anti-ESD tools, protect their fingers, and employ proper lifting technique.

CompTIA





## Key terms

A+

- 0:54 - Objective term - Disconnect power before repairing PC
- 1:05 - Electrostatic discharge (ESD)
- 1:18 - Objective term - Equipment grounding
- 1:22 - Objective term - Electrostatic discharge (ESD)/antistatic straps
- 2:17 - Remove jewelry
- 3:23 - Fire extinguisher

CompTIA



## Key terms

A+

- 3:32 - (A) Wood fires
- 3:35 - (B) Grease fires
- 3:38 - (C) Electrical fires
- 3:52 - Objective term - Electrical fire safety
- 4:41 - Objective term - Compliance with government regulations
- 4:49 - Objective term - Lifting techniques
- 5:06 - Weight limitations: 25 pounds or more needs assistance

CompTIA



# Quick Review

- Use proper grounding techniques
- Remove ties and jewelry before working on a system
- Use Class C fire extinguishers for electrical fires
- Comply with government regulations
- Use proper techniques when lifting

