The Art of Technical Support Review Questions Day 3: Difficult Calls

Answer each question in a few words. Hand in your work after the quiz at the start of Day 4.

- 1. Identify each of the following explanations as being in one of Weiner's quadrants for social attribution:
 - 1. I was just lucky the teacher asked those particular questions.
 - 2. He has never been able to solve puzzles and he never will.
 - 3. We would have done well in that course, but the professor was never able to make herself heard over the racket from the construction site next door.
 - 4. You probably just didn't feel well that afternoon and that's why you had trouble handling the problem call.
- 2. Provide an example from your own life (or make one up) illustrating teach of the following problems in attribution:
 - 1. Fundamental Attribution Error
 - 2. The Actor-Observer Effect
 - 3. Salience
 - 4. Self-Serving Bias
 - 5. Self-Handicapping
 - 6. Depression
- 3. When participants in a psychology experiment did poorly on a trumped-up exam, which choice did they make when offered drugs before the next exam: A drug that would supposedly make them dumber or a drug that would supposedly make them smarter?
- 4. What are the implications for you in your work as tech support of schemas in social cognition?
- 5. What are some practical implications of the knowledge that the availability heuristic can distort decision-making?
- 6. Explain what you could do if faced with an authoritarian personality.
- 7. How can you overcome prejudice against your users in a tech support group that has "gone bad?"

- 8. Identify the personality type (according to the Wilson Learning schema) of the following people:
 - Jerczy greets you with, "How ARE you? How's the family? Have a seat--want a donut?" When asked why he likes his job, he answers, "Oh, the people are just great!"
 - 2. Betty arrives to see you 30 seconds before her appointment. She nods when you say hello and immediately begins to describe what she needs from you. If you tell her she should buy the Extrofor 500 computer, she bristles and says she thinks the Horlobian 2300 is a better choice. She keeps her tone level even when she's irritated and has never been seen chatting with anyone in the office except to discuss a specific business issue.

- 3. Alphonse loves tinkering with systems; he knows the insides and outsides of every machine and program in the place. He's a quiet fellow; when you ask him a question, he tends to gaze off into space for a few seconds and then starts enumerating his answers: "Well, there are five issues I see here. First...." Someone asked him why he liked his job, and he answered, "Oh, it's the chance to keep learning."
- 4. Tamilla wears flashy dresses--businesslike, but definitely fashionable and attractive. When she won the Best Support Tech Award last year, she was so happy her eyes filled with tears. She's a bit bossy, but she certainly gets people excited about beating last year's record for average time per problem call. You can usually hear her excited voice above the buzz of conversation in any crowd.
- 9. For each of these pairings, write some practical advice to each person explaining how they can work better with the other: Jerczy, Betty, Alphonse, Tamilla
 - 1. Jerczy and Betty
 - 2. Alphonse and Tamilla

- 3. Jercy and Alphonse
- 4. Betty and Tamilla
- 10. Why is it so important that tech support be aware of psycho-social factors in their work?
- 11. What are the basic principles for handling angry callers on tech support?
- 12. Explain why one should
 - 1. Take responsibility for getting a problem solved--even if one is not the right person technically for getting it solved.
 - 2. Ask for details of the problem.
 - 3. Write down what one is told.
 - 4. Tell the client when one will call back.
- 13. Explain the benefits of keeping the client informed about progress (or its lack) during problem solving.
- 14. Why should you call a client back and thank them for having called in a problem?
- 15. What does it mean to "make users part of the tech support team?"

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