

# 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

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Professionals, by Don R. Crawley and Paul R. Senness (164 pages, \$20 at amazon.com;

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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



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