



EPISODE 11: SHOW NOTES AND ACTION ITEMS

In this episode, Mike talks with “Field Service Evangelist” Sarah Nicastro about the training, hiring, and evolution of the Field Service Technician:

How is the customer driving companies’ use of field service technicians? What skill sets do they need to be versatile and adaptable?

Our guest speaker Sarah Nicastro works for IFS/Workwave, a field service and business management software vendor. She hosts a podcast focused on a variety of topics of interest to the field. Check out the podcast at: <https://www.futureoffieldservice.com/podcast/>

Episode 11: Action Items

1. Educators: Have your students listen to this episode of the podcast. Then invite one of your industry partners who has a strong field service organization as part of their business into your classroom to talk to your students about these careers. Ask him or her to describe the career and opportunities; ask what skills they're looking for in a new hire.
2. Develop those customer-centric skills in your students using the free instructional resources available from Necessary Skills Now: <https://www.necessaryskillsnow.org/instructional-resources.php>.
3. Try another example of a customer-centric learning activity available on the web from Texas CTE Lesson Plan: Customer Relations and Marketing: <https://www.txcte.org/sites/default/files/resources/documents/Lesson%20Plan%20Customer%20Relations%20and%20Marketing.docx>
4. Read this white paper from Deloitte titled: *Smart field service, Connecting customers, assets and employees*. Although this is a long article it gives real insight into the shift to customer centricity for field technicians. <https://www2.deloitte.com/content/dam/Deloitte/uk/Documents/consultancy/deloitte-uk-smart-field-service-deloitte-pov.pdf>