



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. from the point of view of a digital transformation specialist of 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>