

**Soft-Train**



*At Soft-Train  
Technology Works*

# Managing a World Class Help Desk/Department (2 Days) ST00081

**COURSE GOAL:** Effectively run the Help Desk department, make good management and technical decisions and leverage resources to support the business and enhance organizational profitability.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Help the IT team meet and exceed organizational Requirements
- Create a Help Desk from the ground up
- Recognize the pitfalls of creating, organizing and running a Help Desk

**KEY TOPICS:**

**I. The DNA of Service Excellence**

- A. “Inculcating” Service Excellence
- B. The Framework
- C. The Customer
- D. The Service Delivery
- E. Processes

**II. The Leadership Actions**

- A. The Nine Leadership Actions
- B. Create the Service Improvements Team
- C. Develop the Organization’s Service Improvement Core Tools
- D. Develop and Execute a Plan for Ongoing Service Training and Education
- E. Adapt the Interviewing and Selection Processes to Include All Elements of the Service Culture
- F. Create and Implement a Service measurement Process
- G. Develop Appropriate Recognitions/Celebration Process That Reinforce the Service Culture
- H. Implement a Service Obstacle System For Identifying and Addressing Barriers to Service Excellence
- I. Build an Accountability System That Ensures Commitment to Ongoing Service

### **III. The Service Improvement Team**

- A. Make-up and Responsibilities if the Service
- B. Improvement Team
- C. Creating a Team Charter
- D. Service Improvements Team Meetings
- E. Sub teams
- F. Common Pitfalls of the Service Improvement Team
- G. Special Situations
- H. Ongoing Service Improvements Teams
- I. Concluding Thoughts
- J. Service Improvement Team Action Steps
- K. Pitfalls to Avoid

### **IV. Developing the Service Improvement Core Tools**

- A. Core Tool #1: The Service Philosophy
- B. Core Tool #2: The Service Standards
- C. Core Tool #3: Service Mapping
- D. Core Tool #4: The Everything Speaks Checklist
- E. The Role of the Service Improvement Team
- F. Service Improvement Team Action Steps

### **V. Communication**

- A. Communication Tools
- B. Stages of Understanding
- C. Critical Point
- D. Awkwardness
- E. Assimilation

### **VI. Training and Education**

- A. The Role of Training
- B. Commitment to Training
- C. Employee Levels and Training
- D. Executive-Level Training
- E. Manager-Level Training

- F. Frontline-Level Training
- G. Customer Facing and Back Office/ Support Staff Issues
- H. Conducting the Training Sessions
- I. Ongoing Training
- J. New-Hire Orientation
- K. On-the-Job Training
- L. Service Improvement Team Action Steps

### **VII. Interviewing and Selection**

- A. What Are You Looking For?
- B. Great People: Where Do You Find Them?
- C. The Interview
- D. Reference Checks
- E. Interviewing Skills Training

### **VIII. Measurement**

- A. Key Basic Metrics
- B. Customer Satisfaction Measurements
- C. Local Measurements
- D. Posting Customer Satisfaction and Local Measurements
- E. The Service Improvement Team's Role in Measurement
- F. The Leader's Role in Measurement

### **IX. Recognition**

- A. The Emotional Connection
- B. Types of Recognition
- C. Manager-to-Employee Recognition
- D. Peer-to-Peer Recognition
- E. Company-to-Employee Recognition
- F. The Question of Monetary Rewards

## **X. Service Obstacle System**

- A.** Service Heroes
- B.** Removing Service Obstacles
- C.** Identifying Service Obstacles
- D.** The Role of the Service Improvement Team
- E.** A Formal Service Obstacle System

## **XI. Accountability**

- A.** Job Descriptions
- B.** Attention and Focus
- C.** Coaching
- D.** Promotions
- E.** Performance Appraisals
- F.** When All Else Fails