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TURNING 'STALE STAFF' INTO SERVICE DESK SUPERSTARS!!

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A BIT ABOUT ME!

- HE Background
- Managed service desks (helpdesks for 10 years)
- Has gone through 4 re-structures!
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TODAYS PRESENTATION

- Stale staff
- Performance cycle
- Staleness symptoms
- Responsibility
- Motivation
- Communication
- Feedback

PEOPLE ARE IMPORTANT

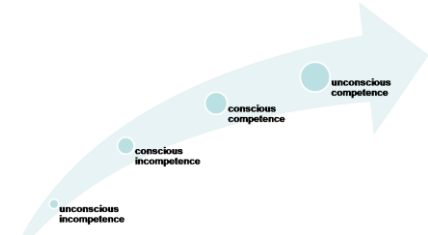


WHY DO STAFF GET STALE?

- Job challenge has diminished
- Job has become repetitive
- Nothing new to learn
- Morale low
- Lack of appreciation
- Individual often not aware



THE PERFORMANCE CYCLE



Progression is from bottom to top – not possible to jump stages



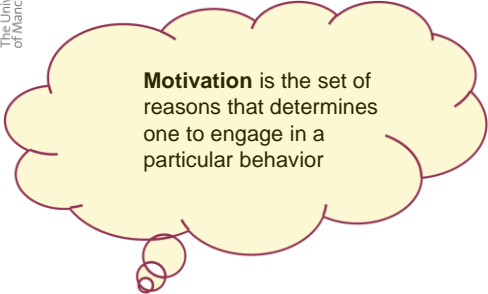
STALENESS SYMPTOMS

- Passive service giving
- Lack of empathy/courtesy
- Details not routinely checked
- Customer expectations not properly set
- Teamwork lapses
- Timekeeping lapses
- Uninteresting jobs
- Out of date job descriptions



WHO IS RESPONSIBLE?





Source: en.wikipedia.org/wiki/Motivation





WHAT DO YOU THINK MOTIVATES STAFF?





RECENT SURVEY FINDINGS

- “Job security is more important than career ambition for IT workers”
- 17% dreamt of IT Innovation
- Previous results - 4 out of 10 wanted to leave IT

Survey from Connect Support Services





WHAT MOTIVATES PEOPLE IN THIS ROOM?

- What do you think?



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TECHNIQUES

- 'Bring a friend'
- Away Days
- Acting Up
- Inclusion
- Training - career progression



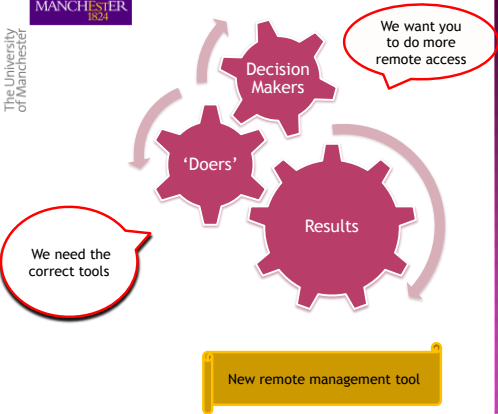
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MORE 'WEIRD' TECHNIQUES

- Pizza Tuesday
- Team building afternoons - bring in a wii
- Bake a cake
- Mini football Competitions
- Office Quiz



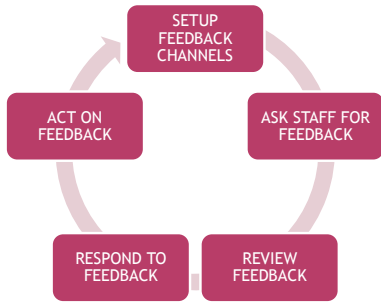
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EFFECTIVE COMMUNICATION



THE IMPORTANCE OF FEEDBACK



Thank you