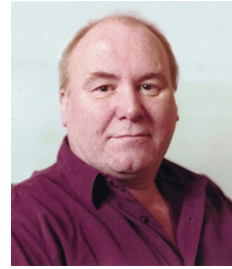


How to Motivate IT Support Staff



A new, one-day seminar workshop led by IT Support guru Noel Bruton

The pattern is clear now. Technology has allowed us to centralise ever more support services, removing an increasing number of responsibilities from the second line. Meanwhile, security considerations are decreasing access permissions. Support staff salaries have been falling for a decade, while shift-working and unsociable hours have become the norm. Technical training happens much less often these days. For many staff working in support, the job is becoming steadily less intellectually and financially rewarding. *No wonder our helpdesk and support analysts are less happy than they were.*

But there's the rub - because less-motivated people are less productive than their driven counterparts. They are more likely to make mistakes and cut corners. They are more prone to absenteeism. They tend to lose respect for their leaders.

Reduced staff motivation undermines job satisfaction, staff performance, service quality, return on investment, service consistency, and both staff and customer relationships. But you **can** improve it, and this powerful and enjoyable one-day seminar will show you exactly how.

You'll get past the common mistakes people make about motivation – that it's about money or working environment – and discover how to get the best out of your people and how to show them the way to enjoy their work more.

What You'll Learn	Attendees on Noel Bruton's seminars:
<ul style="list-style-type: none"> ?? The nature of the ideal support analyst and implications for training and career ?? From McGregor and Maslow to Blanchard and Branson: lessons from theorists and practitioners ?? Motivation and morale – bedfellows or contradictions? ?? Right person, right motivator ?? How to really be in charge around here ?? Building success into your helpdesk and support groups ?? The critical measurable your SLA can't account for and your helpdesk software can't tell you ?? Identifying and eradicating impediments ?? Crucial procedures not even mentioned in ITIL ?? Get rid of your backlog for good ?? Staff development and growth without training ?? A positive approach to company hierarchy ?? What your staff can do to improve their motivation 	<p><i>"Your workshop 'How to motivate IT support staff' was outstanding... other speakers could learn a lot from the way you addressed your audience and from your knowledge in the Service Desk industry."</i></p> <p><i>"Most memorable course I've ever attended"</i></p> <p><i>"Enthusiastic and passionate presenter"</i></p> <p><i>"Awesome knowledge"</i></p> <p><i>"Held my attention throughout"</i></p>
Seminar Leader	The IT industry's view of Noel Bruton
<p><i>'How to Motivate IT Support Staff' is a one-day seminar workshop authored and delivered by Noel Bruton – a UK-based, independent consultant since 1991, author of the best-selling 'How to Manage the IT Helpdesk' and 'Managing the IT Services Process'. He is an impressive, engaging and knowledgeable speaker.</i></p>	<p><i>"Helpdesk guru" - PC Week</i></p> <p><i>"One of the most renowned experts in IT service management in the UK" - Sunrise Software</i></p> <p><i>"The most respected IT helpdesk expert in the business" - Customer Service News</i></p> <p><i>"The UK's leading independent" - HDI Europe</i></p>
Seminar Logistics	
<p>The seminar will take place in a London conference facility to be announced at a later date.</p> <p>The cost is £295 for the day. Charges include seminar workbook, lunch and refreshments, and exclude VAT. Please reserve early on the telephone number below.</p> <p>Invoice must be paid prior to attendance. Cancellations up to four weeks before, complete refund – up to two weeks before, 50% refund – thereafter, no refund.</p>	

To reserve your place on this exciting seminar workshop, call Bruton Consultancy on +44 (0)1239 811646.

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