

Survive and Succeed in User Support

Two days of intensive training for IT helpdesk and support staff, led by Noel Bruton, author of the international management volume
'How to Manage the IT Helpdesk – A Guide for User Support and Call Centre Managers'

This course is based on Noel's extensive 23-year experience as a technician, manager and now consultant to companies wishing to improve both helpdesk services and staff job satisfaction.

All attendees receive a workbook containing copies of the slides and explanatory text, along with plenty of space for taking notes. Attendees also receive a signed certificate of attendance.

Course Philosophy

Many Helpdesk staff courses tend to focus merely on skills and techniques; and while this is useful, Noel Bruton believes it is a relatively shallow approach. Rather than having to pick and choose from pre-trained skills, Helpdesk staff would be more successful if their instinctive behaviour were conducive to the job at hand. With this in mind, 'Survive and Succeed' takes a more psychological approach, of providing not just skills and techniques, but also the right attitudes for success in the support environment. We do this in the belief that if the attitudes are right, appropriate behaviour will become as instinctive as common sense.

For example - that is why 'Survive and Succeed' does not merely teach trite platitudes like "Smile while you're on the telephone." Instead it offers helpdesk staff the right attitude and frame of mind for them to have the option of smiling because they want to, not because some customer service manual says they should. Take motivation – this course recognises that it is hard to stay motivated when you're under pressure from the high expectations of the users and your managers. That is why on this course, you will learn how and why to bring your motivation up and keep it there, no matter what pressures you are under. You'll also come to understand why your boss or the company sometimes makes unpopular decisions, and how you should deal with that. It's why the course is called 'Survive and Succeed in User Support', because that is exactly what it shows you how to do.

The course layout is boardroom style, because most of the course is based on discussion and interaction between all attendees, not just the 'chalk and talk' of the course leader. There are no silly role-plays, just practical and empirical work to arrive at usable solutions. Nor will we just mindlessly implement a technique by rote, but look at the philosophy and the purpose behind it. Attendees on this course are not simply subjected to a "Do this, do that and you'll be fine." They are taught not just what and how but why.

We limit the number of attendees to sixteen or fewer. This is to help maximise the benefit you get from the course – Noel wants to make sure that everybody gets the most they can out of their attendance and his experience is that more than sixteen can mean not everybody gets enough attention from the course leader.

Attend a Public Course

We periodically organise courses in major cities according to demand. The course costs £795 + VAT per attendee. Please register your interest in attending the course by completing the on-line form or by contacting us on 01239 811646 or at training@noelbruton.com. We will then let you know about courses due to run in the near future.

Who should attend?

- First line and second line helpdesk and user support staff
- Helpdesk supervisors and team-leaders in first or second line operations

Course Leader

Noel Bruton has been in IT support since 1979. He formed his consultancy practice in 1991, which now has a global clientele and reputation. As well as his book (now in its second edition), he writes and broadcasts on helpdesk management in the world's IT press, notably his monthly column in the UK's 'Customer Service News', and maintains a Website for IT managers at <http://www.noelbruton.com>. The European Helpdesk Institute has called him "the UK's leading independent". Noel Bruton knows how to succeed in helpdesking.



He is a motivating and inspiring speaker and his training courses and seminars routinely receive high admiration from attendees. Those who have heard him speak have appreciated his unparalleled knowledge of his subject and his genuine passion and enthusiasm for helpdesk success.

The Onsite Version of 'Survive and Succeed' – Includes additional 'Helpdesk Observer' day

Helpdesk staff are important. They cannot be away from the office for too long, because the service to the users may suffer, and that can cost the company dearly. Also, ideally the whole support team should be trained – and that can be expensive, with their travel, accommodation and individual course fees to be paid for. And for those two reasons, we strongly urge you to consider doing the course onsite.

But if you're going to do it onsite, then ideally the course should reflect the situation at your company, rather than just being a generalist course. Which is why the Onsite Version also offers a day of consultancy to allow Noel Bruton to examine your helpdesk's circumstances and incorporate what he learns into the training, providing solutions specific to the issues your helpdesk faces. This day is called '**The Helpdesk Observer**'. It offers much more than just a more accurate training agenda – see the panel overleaf for details.

All attendees receive the same workbook as on the public version, (customised with your logo if you wish).. For management reference, two additional copies of the workbook are provided free of charge. The course can also be customised – call 01239 811646 for details or email Noel at training@noelbruton.com.

The Helpdesk Observer *(Onsite courses only)*

This adjunct to 'Survive and Succeed in User Support' fulfils the dual purposes of giving the client an expert overview of the helpdesk and allowing the trainer to become more acquainted with the desk,. This means that the training can take into account the particular circumstances of the helpdesk. The duration of the 'Helpdesk Observer' element of the project is normally one day—but this may be adjusted for larger desks or where the client requires a more detailed consideration. By default, the 'Helpdesk Observer' offers the following benefits:

- An objective view of your support team's performance and practices
- A five-point plan on management priorities for User Support in your organisation
- An indication of how your service compares with those in similar organisations
- An opportunity for your service management team and staff to raise their own support issues in discreet discussion
- Direct, immediate and practical advice, not some long-winded theoretical report

Course Agenda – Both Versions

Section One - The Ideal Support Person

- Why user support is uniquely difficult
- The attributes of the ideal support person
- The importance of self-esteem in user support
- Acquiring knowledge
- Team player?

Section Two - Getting and Staying Motivated

- Understanding motivation
- What motivates you?
- Whose problem is your motivation?
- Motivate yourself!

Section Three - Coping with the Workload

- Using objectives
- Time, your most valuable resource
- Solving problems
- Information in a call-log
- Benefits of call- and fault-logs
- Escalation, issues and methods
- Personal organisation

Section Four - Understanding the Company

- What your company expects from you
- The use of power
- Surviving the company
- Proving your worth
- Getting support for your ideas
- Negotiate for resources
- Handling and negotiating with managers

Section Five - Managing Your Boss

- Dealing with boss types
- Recruit your boss
- What your boss really needs
- Reporting to your boss - get it read, get it used
- Disagreeing with the boss
- Why the boss sometimes makes unpopular choices

Section Six - The Users are Your Customers

- Who are your customers?
- Types of user
- The importance of customer service
- Communications skills
- Handling a complaint

Section Seven - The Stress of the Job

- Recognising stress
- Coping with stress
- Making stress work for you

Contact Us:

Telephone: +44 (0)1239 811646

Email: training@noelbruton.com

Web: www.noelbruton.com

**Address: Bruton Consultancy, PO Box 27,
Cardigan, Wales. SA43 2YL**