

WHAT GETS REWARDED GETS REPEATED!!



Presenter:

Hasib Sayed

Director – Business Development





How to retain and reward your top talent
without putting a dent in your budget.

Introduction:



Staff turnover at IT Help Desks / Support Centres is very costly. Qualified IT Support Analysts are in high demand. If your work environment is not one that is full of rewards for your team members, you will lose some of your best people to your competition. In this session, you will be provided with tools to help keep your team members motivated and ideas to help you reward them without putting a dent to your departmental budget.

Our Goals:



- Retain talented staff
- Suggestions on rewarding team members
- Improve team morale
- Improve customer / client experience

How To Retain Them



The Four-To-One Rule

For every criticism you make of someone's job performance, make sure you give the person four compliments.

Compensation & Motivation

- Are your analysts properly compensated?
- Are your analysts motivated?
- What are the conditions of their work environment?
- Do your analysts feel part of a team?
- Do your analysts have input/control over their environment?
- Can you make changes?

How To Retain Them

...continued



Compensation & Motivation

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If your analysts are poorly compensated your turnover over will be high. If you cannot adjust their salary you may want to consider reducing the amount of full time staff and using some contracting support resources. This will better ensure stability and keep the energy levels on the Desk high. You may want to also incorporate a training budget. By having an arrangement with a technical school, training facilities and programs can be provided at reduced costs.

How To Retain Them

...continued



Raises have a short-term effect on morale.
So how do you keep your staff motivated?

- Get them to participate
- Listen to their ideas
- Discuss the direction of the desk
- Make them feel their input counts and is important
- Set goal and rewards programs
- Break the monotony by assigning projects
- Automate routine tasks where possible
- Allow to change shifts
- Allow them to work from home?

Reward Suggestions



How do you reward your Team members?

- Feedback/Communication
- Thank You Notes / Compliments
- Gifts or Gift Certificates
- Go-Home-Early Time
- Recognition Awards / Certificates
- Appreciation Lunches
- Coffee & Donuts
- Team Outings
- Unexpected Raise
- Other

Reward Suggestions

...continued



The Downside of Rewards

When you give an award, you hope the recipient(s) will feel appreciated and motivated to continue doing outstanding work. And, let's face it: You also hope the award will motivate other employees to do outstanding work.

Unfortunately, there's always the chance that those who don't receive recognition will resent those who do.

Reward Suggestions

...continued



The Downside of Rewards

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To minimize resentment and maximize motivation, perhaps the best thing you can do is define unambiguous criteria for determining how to earn recognition. Without clear expectations and a fair chance for all employees to earn rewards and recognition, you could be accused of playing favourites.

Reward Suggestions

...continued



Benefits & Drawbacks of Offering Bonuses

- Yes, bonuses do motivate employees to perform better.
- On average, a positive change has been noticed in employee performance as a result of a bonus offer.

However,

- If the bonus program is not honoured by employers, albeit delay in payment or skipping a term or so, it creates more damage to work morale and expected output.

Reward Suggestions

...continued



Benefits & Drawbacks of Offering Bonuses

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So, before you even think about announcing a bonus plan or any other formal system for recognizing outstanding help desk analysts, heed this warning:

Don't promise something you can't deliver.

Improve Team Morale



How can you improve Team Morale?

Technical support is a stressful profession, which requires you to consistently come up with creative ideas to keep the Team Morale at the highest possible level.

As the Manager/Supervisor of a support environment, in addition to your day-to-day responsibilities you are required to maintain a positive environment within your Team.

Improve Team Morale

...continued



Maintain a Balanced Management Style

Managers often make the mistake of putting more effort into trying to bring the low performers to the same level as the high performers and forgetting to show their appreciation for the high performers.

As a result, there could be resentment amongst Team Members, some of whom (high performers) thinking that the low performers are getting more time and attention from the Manager.

While it is important to try improving the performance of the low performers, it is even more important to maintain the positive attitude and productivity of the high performers.

Improve Customer / Client Experience

How to Make Your Staff Excel

A Short Course in Human Relations

The six most important words:
"I admit I made a mistake."

The five most important words:
"You did a good job."

The four most important words:
"What is your opinion?"

The three most important words:
"If you please."



Improve Customer / Client Experience

How to Make Your Staff Excel

...continued

A Short Course in Human Relations

The two most important words:

"Thank you."

The one most important word:

"We"

The least important word:

"I"



Improve Customer / Client Experience

How to Make Your Staff Excel

...continued

Proactive people look to excel from within.

Good IT support staff directly impact your customer service levels and therefore your relationship between your support team and the end user community. IT support professionals directly impact your first call resolution rates and meeting your SLA's. Good staff reduce your cost while increasing productivity and are paramount to being successful. With all the advances in technology the best tools in the world are not nearly as useful when they are in the wrong hands.



Bottom Line



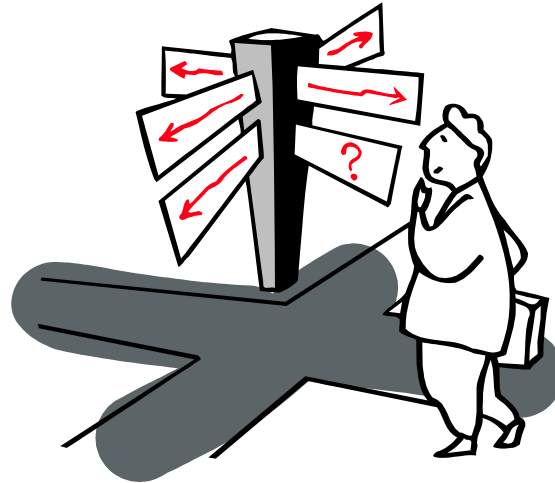
So what's the bottom line here?

Don't be the cynical manager who says, "My people should be grateful they have jobs and paychecks. I'm not going to pamper them just for doing their jobs."

Be the manager who pampers the help desk team by finding clever ways to show appreciation for a job well done.

Thank you for your time!!

QUESTIONS??



Hasib Sayed

Director – Business Development

ONICO Solutions

www.onicosolutions.com

hasib@onicosolutions.com

416-657-4464 – Ext. #221

onico

ENGINEERING EXCEPTIONAL IT STAFFING

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Ok, now let's play...



Hasib Sayed

Director – Business Development

ONICO Solutions

www.onicosolutions.com

hasib@onicosolutions.com

416-657-4464 – Ext. #221

