

## **Date Change: HDI October Meeting - Wednesday, Oct. 26th**

### **What's it all about? ITIL... from a Service Desk analyst's position.**

**Time:** 05:30 PM (Date Change – Oct 26<sup>th</sup>) Refreshment and networking starts at 5:00pm

**Location:** Metro Hall, 55 John Street, Toronto

There have been many sessions about ITIL in the past year and we thought we would take a different approach and explain what is ITIL and how does it affect your job as a Service Desk/Helpdesk analyst. What will you gain from learning about this Best Practice? Do I have to know all 10 processes and the Service Desk function or can I focus on the Service Desk and Incident Management? This session will talk specifically about the Service Desk and Incident Management and only briefly touch on the other processes.

Who should attend? Service Desk and Help Desk analysts and new Service Desk and Help Desk managers who have not had any introduction into the best practice and who want to understand what ITIL is all about.

A light supper is served.

**NOTE:** Visitors are welcome at all of our meetings and we encourage everyone to use our RSVP link ([www.helpdesktoronto.org](http://www.helpdesktoronto.org)). Please note that Visitors are required to pay an admission of \$20 per meeting.

### **My Top Ten Book Selections - In random order**

*Exporting America* - Lou Dobbs

*Built to Last* - Jim Collins & Porras

*Good to Great* - Jim Collins

*Blink* - Malcolm Gladwell

*The Tipping Point* - Malcolm Gladwell

*The Fred Factor* - Mark Sanborn

*The First 90 Days* - Michael Watkins

*The Experience Economy: Work Is Theatre & Every Business a Stage* - B. Joseph Pine II, James H. Gilmore

*The World Is Flat: A Brief History of the Twenty-first Century* -- Thomas L. Friedman

*Love is the Killer App* - Tim Sanders

**Thanks to Mark Bradley**, Vice President of JPMorgan Chase Bank and Chicago HDI Chapter member for these book suggestions

**The Front Line** E-newsletter.

Please forward any submissions or suggestions to  
[newsletter@helpdesktoronto.org](mailto:newsletter@helpdesktoronto.org)



## Leadership IQ Study: Why New Hires Fail

[www.leadershipiq.com](http://www.leadershipiq.com)

WASHINGTON, D.C. – September 20, 2005 -- According to a new study by Leadership IQ, 46% of newly-hired employees will fail within 18 months, while only 19% will achieve unequivocal success. But contrary to popular belief, technical skills are not the primary reason why new hires fail; instead, poor interpersonal skills dominate the list, flaws which many of their managers admit were overlooked during the interview process.

The study found that 26% of new hires fail because they can't accept feedback, 23% because they're unable to understand and manage emotions, 17% because they lack the necessary motivation to excel, 15% because they have the wrong temperament for the job, and only 11% because they lack the necessary technical skills.

The three-year study by Leadership IQ, a global leadership training and research company, compiled these results after studying 5,247 hiring managers from 312 public, private, business and healthcare organizations. Collectively these managers hired more than 20,000 employees during the study period.

While the failure rate for new hires is distressing, it should not be surprising: 82% of managers reported that in hindsight, their interview process with these employees elicited subtle clues that they would be headed for trouble. But during the interviews, managers were too focused on other issues, too pressed for time, or lacked confidence in their interviewing abilities to heed the warning signs.

"The typical interview process fixates on ensuring that new hires are technically competent," explains Mark Murphy, CEO of Leadership IQ. "But coachability, emotional intelligence, motivation and temperament are much more predictive of a new hires' success or failure. Do technical skills really matter if the employee isn't open to improving, alienates their coworkers, lacks drive and has the wrong personality for the job?"

Continued on next page.....

**Member submissions  
are always welcome.**

Please send your article to:  
[editor@helpdesktoronto.org](mailto:editor@helpdesktoronto.org)

### **Inspirational Quote**

You never change things by fighting the existing reality. To change something, build a new model that makes the existing model obsolete.

**- Buckminster Fuller**

The study tracked the success and failure of new hires and interviewed managers about their hiring tactics and new hires' performance, personality and potential. Upon completing the 5,247 interviews, Leadership IQ compiled, categorized and distilled the top five reasons why new hires failed (i.e., were terminated, left under pressure, received disciplinary action or significantly negative performance reviews). The following are the top areas of failure, matched with the percentage of respondents.

- Coachability (26%): The ability to accept and implement feedback from bosses, colleagues, customers and others.
- Emotional Intelligence (23%): The ability to understand and manage one's own emotions, and accurately assess others' emotions.
- Motivation (17%): Sufficient drive to achieve one's full potential and excel in the job.
- Temperament (15%): Attitude and personality suited to the particular job and work environment.
- Technical Competence (11%): Functional or technical skills required to do the job.

In addition, the study found no significant difference in failure rates across different interviewing approaches (e.g., behavioral, chronological, case study, etc.). However, 812 managers experienced significantly more hiring success than their peers. What differentiated their interviewing approach was their emphasis on interpersonal and motivational issues.

"Highly perceptive and psychologically-savvy interviewers can assess employees' likely performance on all of these issues," explains Murphy. "But the majority of managers lack both the training to accurately read and assess candidates, and the confidence to act even when their assessments are correct."

"Hiring failures can be prevented," he notes. "If managers focus more of their interviewing energy on candidates' coachability, emotional intelligence, motivation and temperament, they will see vast improvements in their hiring success. Technical competence remains the most popular subject of interviews because it's easy to assess. But while technical competence is easy to assess, it's a lousy predictor of whether a newly-hired employee will succeed or fail."

"The financial cost of hiring failures, coupled with the opportunity cost of not hiring high performers, can be millions of dollars, even for small companies," adds Murphy. "And the human cost can be even worse. If a hospital hires a nurse that won't accept feedback and alienates pharmacists and physicians, the result could be a medical error. This one bad hiring decision could cost a patient their life."

Please visit [www.leadershipiq.com](http://www.leadershipiq.com) for many other interesting articles.

**Thinking about becoming a new member?**

Call us at 416-352-1792 or contact:

[vp\\_membership@helpdesktoronto.org](mailto:vp_membership@helpdesktoronto.org)

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## Certification Training

HDI, the world's largest membership association for service and support professionals, sets the standard for soft skill certification for the service and support industry!

HDI Certification is based on internationally recognized open standards developed by committees of worldwide industry leaders, help desk and support center experts, consultants, and practitioners for the benefit of the support industry. HDI's certification preparatory programs, and those of others that cover HDI Certification exam objectives, were written to teach the learning objectives developed for each standard.



**HDI Help Desk Manager (HDM) Certification** is for help desk and support center supervisors, managers, and project managers who are responsible for day-to-day operations (or those individuals who want to move up into these roles). No prerequisites required.

**December 7-9  
Mississauga**



**HDI Help Desk Analyst Boot Camp** combines the standards from the Customer Support Specialist and Help Desk Analyst Certifications in order to provide a "fast track" training option.

**December 12-14  
Toronto**



**HDI Help Desk Senior Analyst (HDSA)** is for experienced IT support professionals with 18-24 months of experience who are - or expect to become - team leaders or supervisors.

**December 5-6  
Toronto**



**HDI Knowledge Management Foundations: KCS Principles** teaches knowledge management strategies to improve efficiency and maximise customer satisfaction.

**Nov 30 – Dec 2  
Mississauga**



**ITIL Foundations Certification**, designed for all levels of IT Service and Support staff, provides IT professionals with accredited industry certification of the ITIL best practice framework. (includes 1-hour proctored ITIL Foundations Certification exam) Ask for **Discount Code HDI 001**

**Oct 19-21 Toronto  
Dec 7-9  
Mississauga**

### Membership has its Advantages!!!

Certification training is available in the Toronto area at a discount for our local Chapter Members. For HDI training, please contact Don McCarroll [don@serviceminds.com](mailto:don@serviceminds.com) or call (519) 570-9731 for further details. For ITIL training, please contact Janice Scott [janice.scott@bwyze.com](mailto:janice.scott@bwyze.com) or call (905) 780-0444 ext. 227 for further details.

Description	Duration	CDN List / HDI member	Location / Date
<b>Help Desk Analyst Boot Camp</b>	3 days	List \$1765 / HDI \$1665	Toronto: December 12-14
<b>Help Desk Senior Analyst</b>	2 days	List \$1420 / HDI \$1350	Toronto: December 5-6
<b>Help Desk Manager (HDM)</b>	3 days	List \$1900 / HDI \$1800	Mississauga: Dec 7-9
<b>Knowledge Management Foundations: KCS Principles</b>	3 days	List \$1765 / HDI \$1665	Mississauga: Nov 30 - Dec2
<b>ITIL Foundations Certification (price includes exam)</b>	3 days	List \$1,495 / HDI \$1,195 <b>Discount Code HDI 001</b>	Oct. 19-21 BCE Place Toronto Dec. 7-9 Novotel Mississauga

HDI Training through RADAR Solutions Group – Canada's Premier HDI Authorized Training Partner – [www.radarinteractive.com](http://www.radarinteractive.com)  
ITIL Training provided by B Wyze Solutions – [www.bwyze.com](http://www.bwyze.com)  
Applicable taxes are extra

## 2005-2006 Chapter Meeting Schedule

Date	Topic	Speaker
September 21st, 2005	Kick-off Networking Meeting - Milestones Grill	Peer to Peer
October 26th, 2005	Service Desk Analyst's ITIL - Metro Hall	
November 16 <sup>th</sup> , 2005		
December 14th, 2005	Holiday Networking Event - Milestones Grill	Interactive with Peers
January 18th, 2006		
February 15th, 2006		
March 15th 2006		
April 19th, 2006		
May 17th, 2006		
June 14th, 2005	Annual Networking Event	

### MEETING LOCATION

#### Place and Time

Metro Hall 55 John Street, Toronto ( between Wellington and King ) We'll be meeting in different rooms, (typically on the 3rd floor) , check the sign in the main lobby for the specific room #.

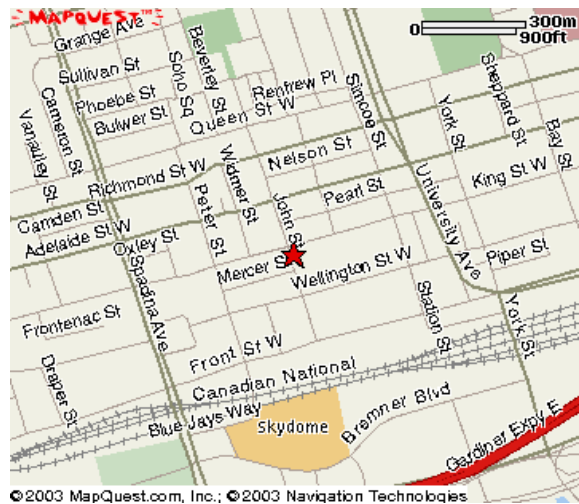
RSVP on-line by 4:00 pm the day prior to the meeting. All RSVP'ers will be entered into a draw for a door prize at the meeting.

#### Meeting time

5:00-5:30 Registration and Refreshments  
5:30-7:00 Meeting

#### Fees

Chapter Members: No charge  
Guests & Non-Members: \$20.00 per person



### HDI Toronto Chapter Executive 2005-2006 Contact List

Name	Email
<b>Carol Parker</b> - President	president@helpdesktoronto.org
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<b>John Peco</b> - Past President	
<b>Volunteers Welcomed !!!</b>	If you could spare a few hours each month, we would appreciate your help as an assistant to one of the above volunteers. This is an ideal way to get involved without having to take on sole responsibility for a specific function. It's a lot of fun and we'll help you by sharing our ideas, past experiences, etc.