

Message from the President

In the past week, winter has suddenly arrived for many of our members in southern Ontario and upstate New York. We may feel like hunkering down for the winter; however we have some great events that your executive team is organizing for the first quarter of 2007! Starting with a 'Training Day' on Tuesday January 30, 2007, this is a half day event that will have training sessions that are appropriate for managers, team leads and analysts – see the program section of our newsletter for more details. In February, we have the fabulous Katherine Spencer Lee, Executive Director of Robert Half Technology, who has a column in CIO magazine and is a highly regarded speaker at the HDI Global annual conference. Finally, mark your calendar for our premiere event scheduled for March 28, 2007 for seventh annual HDI Trillium Chapter one day conference. Last year we had standing room only for attendees and this year we are moving to a bigger venue that will be close to both the GO, subway and Union train stations.

I look forward to seeing you at our events in the New Year. On behalf of the entire executive team, Merry Christmas, Happy Chanukah and Happy Holidays!

Sincerely,



Carol Parker
HDI Trillium Chapter
President

HDI Trillium Chapter Presents

Skills Development Workshop “New Year – New Training”

Event Date: Tuesday, January 30th, 2007

Location: Novotel Hotel on the Esplanade

Price: \$99 for members and \$149 for non members (check our website for membership details)

Audience

This workshop will appeal to Help Desk/Service Desk Managers, Team Leads and Analysts. In many cases, managers will accompany their teams and attend the workshop together.

Theme

Practical solutions for today's Help Desks/Service Desks.

Format

Beginning with lunch and closing with a key note address for all attendees, the afternoon will be divided into two streams with workshops targeting analysts and team lead/managers.

Schedule

12:00 – 1:00	Buffet Lunch Welcoming Address Carol Parker	
	Manager Stream	Analyst Stream
1:00 – 2:00	Leading Your Team John Peco	The Role of the Service Desk Analyst Katherine Lord
2:00 - 2:15	Break	
2:15 – 3:15	Promoting Your Service Desk Katherine Lord	Effective Listening Skills Carol Parker
3:15 – 4:15	Joint Manager/Analyst Workshop Personality Profiling and Group Interaction using Enneagrams Nick de Jong	
4:15	Wrap up and Closing Remarks Carol Parker	

Past Speaker's presentations:

Visit our website at <http://www.hditrillium.com/PastEvents2006.php> to view our featured speaker's presentations from our past monthly meetings. If you missed Char LaBounty's presentation, then here's your chance to at least review her slides!

Mark Your Calendar!



Katherine Spencer Lee (from Robert Half Technology) will be our featured speaker at our February Luncheon meeting on **Thursday, February 22nd, 2007** from noon to 2:00pm.

Katherine Spencer Lee is executive director of RHI Consulting, a leading consulting service specializing in placing information technology (IT) professionals on a project or full-time basis.

A graduate of Northern Arizona State University, Ms. Spencer Lee has been with RHI Consulting since 1995 and has more than 10 years of experience in information technology consulting services. Ms. Spencer Lee is a spokesperson, author of industry articles and frequent public speaker on information technology staffing. She is also an active member of Women in Technology International.

HDI Trillium Chapter Presents

March 2007 – 7th Annual HDI Trillium Conference

Event Date: Wednesday March 28th, 2007

Location: Toronto, Ontario

Continuing a tradition of excellent speakers, relevant topics and fantastic value, our chapter's annual full day conference will held in March this coming year.

“Todd Talk’s” Monthly Column

By T. Van Horne, International HDI Correspondent

Todd's Tips to Excellent Customer Service

- First and foremost, be honest. Don't make promises to customers unless you are certain you can deliver them. Failing to follow through on your promise will anger your customer and leave them dissatisfied. If you are unable to solve the problem immediately, inform your customer. Customers tend to be more understanding if you are honest with them.
- Always be friendly and polite. Your customer needs to feel that they are valued and that their issue is important to you. Allow the customer to air their issue and/or concerns. A tip to help ensure that you are polite, make sure you are smiling before you pick up the call, your voice tone immediately changes. Trust me, it works.
- Limit the usage of computer jargon. Explain to your customer what's happening in plain, clear language (layman's terms.) If not, you run the risk of patronizing your client. No one likes to feel that they are being talked down to.
- Never get into an argument or lose your temper with your customer. Your focus should be on the resolution. Getting into an argument satisfies no one. No one wins. Place yourself in their shoes, they are frustrated and at the end-of-the day, just want to get back to work.
- Break their problem down into specific points and paraphrase these points back to the caller. Check for understanding to show that you are aware of what their problems are. Understanding their problems allows you to offer and implement the correct resolution. Go through each point and offer the resolution there and then. Be clear about the actions; what the caller needs to do and what you have promised to do. Make sure the caller can get back to you if necessary or, if they get through to someone else, that that individual will be aware of the nature of the original call.



HDI

2007 Annual Conference & Expo

World Conference on Customer & IT Technical Support

Be a Driving Force for Excellence!

Whether you are a senior executive, a director or a new manager, HDI 2007 offers more than 100 practical and success-oriented sessions you won't want to miss. Plus, fresh new content—expanded tracks on external customer support and workforce performance, more strategic sessions for mature organizations as well as the small help desk. Don't miss our exclusive executive program, the largest expo for internal and external customer support, and much more!

At HDI 2007 you will be challenged to become a driving force within your own organization. Whether you are managing the frontlines or in the boardroom, you play an important role in delivering service that will make your organization more competitive. Attend HDI 2007 to learn how to make your organization the force to be reckoned with in your industry.

Call Today to Register for HDI 2007

April 30-May 3, 2007
Mandalay Bay Resort, Las Vegas, NV

(800) 248-5667
www.ThinkHDI.com/HDI2007

Special Performance



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Dynamic & Authoritative Keynotes Including



Stephen C. Goodall
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Christine Comaford-Lynch
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Ron Muns
Founder and CEO, HDI
State of the IT Service
and Support Industry



Mark Scharenbroich
Performance Expert and Humorist
Fueling Performance
with Passion



Judson Laipply
Internet Personality

Book Reviews:

By Ann Roach

Winning with the Caller from Hell

by Shaun Belding Published by: ECW Press
ISBN: 1-55022-695-9

This book is an excellent resource for Call Center Managers and Customer Service Representatives doing business on the telephone.

From the business world to the help desk, Belding's book is filled with proven tips and techniques for avoiding and resolving the "caller from hell" calls quickly and positively.

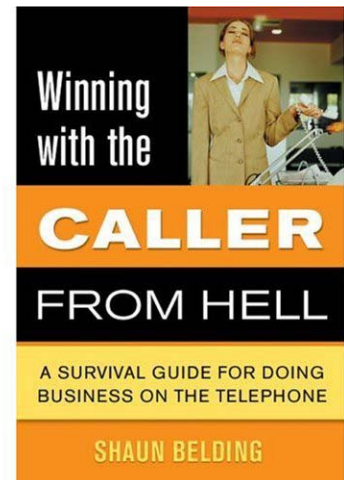
I especially found Chapter 3, "It's Not What You Say..." enlightening. This chapter discusses the 5 Cs of influence: comprehension, compassion, competence, confidence, and cheerfulness. Learn how tone of voice can increase your 5 Cs of influence. The author uses the acronym SPLIT, which stands for speed, pitch, loudness, inflection, and timbre when teaching about voice tone.

Learn the basics of telephone manners, communication skills, listening skills as well as how to control your emotions and hot buttons.

I found the tips and techniques to be helpful when dealing with customers over the phone on a daily basis. He shows how your own environment can influence the way you look at things.

There is a lot of good detail on how to understand, and how to communicate effectively with your caller.

I recommend that a copy of this book be in every Call Center's resource library.



This Holiday Season, please consider giving the gift of life.

Every minute of every day, someone in Canada needs blood.

That someone could be a loved one, a friend, a co-worker—or even you.

In Canada, roughly **137,000** people are diagnosed with **cancer** every year. We all know that cancer patients often need blood or blood products to survive their treatments.

The number of **transplants** has increased steadily from **16** per one million Canadians in 1981 to **59** per one million Canadians in 2000. This includes kidney, liver, pancreas, heart, lung and bowel transplants – all of which are lengthy procedures requiring significant amounts of blood.



If you are already a donor, we **thank you**; if not, we would love to have you become a donor.

Please book an appointment today by calling **1 888 2 DONATE** (1 888 236-6283).

www.bloodservices.ca

Inspirational Quote

"Failure is only the opportunity to begin again, this time more wisely.

- Anonymous

Ways to kill ideas

Thanks to: www.creativeminds.org

There may, as Paul Simon sung, be forty ways to leave your lover, but there are even more ways to kill a new-born idea. Here are just a few. You can probably fill in the rest.

Ignore it

Say nothing. Pretend that it was not said. Let it die in silence. Most people can take this hint that they have said something that is not wanted.

Criticize it

Say how bad an idea it is. Show yourself to be an expert in such things and that the person offering the idea is not an expert and hence unable to offer any idea of any use.

Faint praise

Damn it with faint praise. Say how very *interesting* it is. Or how it *might just work* (with the wind in right direction). And by implication how useless it is.

Laugh at it

Smirk, giggle, laugh, chortle. Say how funny the idea is. This will be very effective at preventing anyone else taking it seriously.

Analyse it

Ask searching questions about it. Of course, as a simple idea, the person offering it will not have thought it through. If you probe far and fast enough, you can tie them up in

knots. Then just leave it hanging, like the lawyer who has just crucified a witness.

Tried it

Say how the idea has been tried before and found to be completely ineffectual. In doing so, you show how the person in question is only good at coming up with ideas that are of poor quality and are old hat.

Compete with it

Come up with a better idea that shows the idea to be not that good. As the new idea is yours, you can either now get the credit or drop it quietly as it has done its job.

Change it

Take up the idea enthusiastically and adjust it so that it is no longer recognizable.

Shoot the messenger

Instead of attacking the idea, have a go at the person bringing it up. Tell them that they are no good at creating ideas or that they should not be offering such thoughts here.

Give it to a committee

This is the death kiss for almost any idea. Ensure the committee is made up of people who will argue or delay and end up with nothing in particular being created.



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 Support Centre Manager (SCM) 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.

**Dec 13th
Markham**



Support Centre Analysts are part of your vital frontline and they represent your entire organization. HDI's the Support Centre Analysts course (SCA) provides analysts of all levels with strategies for effective customer care and problem resolution, as well as fundamental support processes and tools.

**Dec 18th
Markham**



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**

**Feb 24th
Markham**

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 or call (519) 570-9731 for further details. For ITIL training, please contact Rushmi Hasham rushmi.hasham@bwyze.com or call (416) 907-4461 for further details

2006-2007 Chapter Meeting Schedule

Date	Topic	Speaker
September 28th, 2006	Join in with itSMF Conference	
October 19th, 2006	Annual Kick-off meeting - hotel in Toronto	Char LaBounty - HDI International Speaker
November 21, 2006	Vendor Management	George Anderson
December, 2006	No meeting scheduled	Happy Holidays !!!
January 30, 2007	Training Day kills Development Workshop	Afternoon Conference
February 22nd, 2007	Luncheon Meeting	Kathryn Spencer Lee
March 28, 2007	7 th Annual HDI Trillium Conference	Full Day of speakers - Hotel in Toronto
April, 2007	TBA	
May, 2007	TBA	
June, 2007	TBA	

MEETING INFORMATION (unless otherwise posted)

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 #.

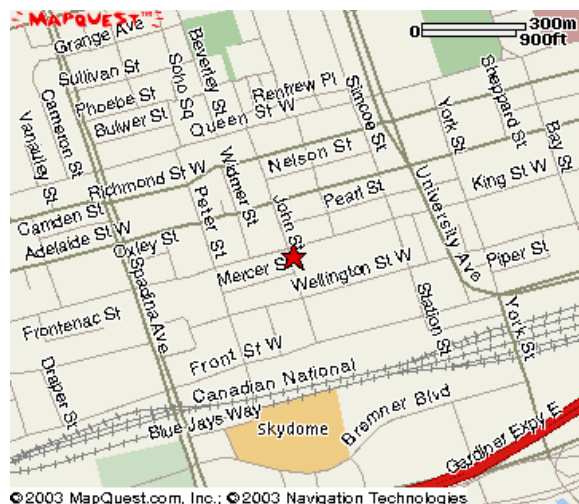
RSVP on-line by 4:00 pm the day prior to the meeting.

Meeting time

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

Fees

Chapter Members: No charge unless otherwise posted
Guests & Non-Members: \$20.00 per person (unless otherwise posted)



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Volunteers Welcomed !

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