



Newsletter & Meeting Information

Upcoming Meeting & Event Notes



Topic: Analyst of the Year (AOY) Award Luncheon

Speaker: Rich Hand

Date: Thursday, January 21, 2010

Time: 11:30 - 1:30pm

**Location: Maggiano's - 4400 Sharon Road, Charlotte, NC 28211
(704-916-2310)**

Details and an RSVP form will be available soon

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About the HDI Analyst of the Year Award:

Each year HDI Global works jointly with the HDI local chapters to identify and award the industry's top first-level support analyst. Support analysts that are nominated at the local chapter will have an opportunity to compete with their peers locally, regionally and globally for this prestigious award.

This award is sponsored globally by



During HDI Charlotte's first training class, *Jeffrey Brooks, co author of "Helpdesk Manager's Crash Course"* gave the full house an insightful straight forward and at times a humorous perceptive on how to select the right employee for the job, and how to empower those employees to get the job done. Jeff spoke about the two types of team building, using the RISSC Model, rewards, appraisals, and delegating. If you missed this event, be sure to attend the next. You are still able to get this most valuable knowledge by buying a copy and reading this straight forward, *Help Desk Manager's Crash Course, by Phil Gerbyshak & Jeffrey M. Brooks.*

Upcoming Events Calendar

January 21, 2010
AOY Award Luncheon
11:30am - 1:30pm

March 16 -19, 2010
HDI 2010 Annual Conference & Expo
Orlando, Florida

March 25, 2010
Chapter Meeting, TBD
11:30 am - 1:30pm

May 13, 2010
Joint Chapter Meeting—Charlotte, Greenville & Columbia w/Kirk Weisler TBD





Dear Helpy



Send questions for Dear Helpy to:
Cheryl.Siddiq@compass-usa.com

Chapter Sponsors

Dear Helpy,
When is the next HDI Annual Conference & Expo? (Click HDI logo below to register)



Overview

Transformation can be subtle, yet subtle changes can have significant impact on your business.

Interact with more than 2,000 support practitioners who share many of your same challenges and goals. Learn from their mistakes and successes; discuss real-world situations, and deliberate viable solutions. You will walk away with actionable ideas that you can immediately implement once you return to work.

- Discover emerging trends, innovations, and examine valuable best practices
- Probe critical processes that positively impact technical support operations
- Learn how to increase your support center's capacity, reduce overhead, and improve customer loyalty from people who have already succeeded in doing so

Facilitated by industry thought-leaders, practitioners and process experts from around the world, the HDI Annual Conference is the largest, most-respected technical support educational event. Only the HDI 2010 Annual Conference & Expo can bring you face to face with the contacts and knowledge you need in your quest for service excellence.

Conference Activities

- 13 [pre-conference workshops](#)
- 6 thought-provoking [keynote speakers](#)
- 80 content-rich [breakout sessions](#)
- [100+ vendors](#) present powerful technologies, products and services
- And much more...

[Download the HDI 2010 Brochure](#)

YOU Should Attend

This event addresses the needs of all internal and/or external technical support professionals – from seasoned directors to front-line analysts – and provides valuable insight into how formal procedures, processes and properly selecting and utilizing industry tools can improve your support operations, including:

- **Senior-level VPs/Directors** who are accountable for strategic planning and alignment
- **New and experienced managers** responsible for operational and tactical plans
- **Team leads and supervisors** in charge of day-to-day operations, coaching and monitoring
- **Analysts and technicians** who require a foundational understanding of industry principles
- **CIOs** who desire financial improvements from enhanced support operations
- **CTOs** who require integration of support center strategy with other IT departments
- **Customer service and contact center professionals** who are expanding their services to include help desk and/or technical support operations



****CHANCE TO WIN HDI MEMBERSHIP*****CHANCE TO WIN IPOD*******

Not currently a member of HDI? Here is an opportunity for you to win a free HDI membership just by attending HDI Charlotte meetings and entering your name in the free membership raffle. Must be present to win, cannot already be a member.

Meeting, Networking and Learning has never been so fun!! Don't miss this great opportunity!! Come join us and bring your guests to our next HDI meetings. The HDI Member who brings the most new faces will win an iPod!!! In case of a tie a draw-off will determine the winner! See you there!!!!