



Newsletter & Meeting Information

Upcoming Meeting & Event Notes

-- November is HDI Education Month --
Come join HDI Charlotte's First Training Session!!!

Topic: The Helpdesk Manager's Crash Course

Speaker: Jeffrey Brooks

Date: Thursday, November 12, 2009

Time: 11:30 - 1:30pm

Location: Compass Group - 2300 Yorkmont Road ([Click for Directions](#))

RSVP: [Click here to RSVP](#)

Come one, Come ALL!!!!.... HDI Charlotte encourages all helpdesk, technical support, vendor and customer service professionals, as well as any of your guest (s) to join us over lunch at this, our HDI Charlotte event!

The Helpdesk Manager's Crash Course

The Helpdesk Manager's Crash Course is a high speed training session which will share tips and tools to help you focus on the most important things to do first and get you on the road to success as a help desk manager.

Learning objectives:

- Staffing models that work How to build a strong team
- Effective appraisals and reviews (provided: sample review form)
- Creating metrics that matter
- Delegating for peak efficiency
- Rewards and recognition that don't cost a bundle (the MUST model for recognition)
- Marketing your help desk
- Improving employee engagement
- Hiring right/Retaining right (provided: sample with key interview questions)
- Training tips and tricks (provided: sample training plan to quickly onboard and re-board your team)

Speaker Bio:

Jeffrey Brooks, co-author of "Helpdesk Manager's Crash Course" has been working in the technology industry for over 15 years. His expertise is in joining developing organizations with diminutive service organizations and developing teams able to handle the customer issues in a timely and professional manner. Well-versed in a variety of technologies, from both traditional training models and job-based experience, Jeffrey has received a Masters in computer information systems and an M.B.A.

Putting the customers' needs first, Jeffrey maintains close ties with his customer base and his employees by joining in the trenches to understand the problems faced by both the install base and the team trying to assist them. Jeffrey currently serves as the President of Charlotte HDI and also sits on the HDI Member Advisory Board. He is also active in other industry organizations and sits on the Board of Directors for the NC LIG of itsMF, as well as the Advisory Board for several local schools.

Chapter Officers

President

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Upcoming Events Calendar

October 30: Deadline
Nominations for AOY Award

October 30: Deadline
Nominations for HDI
Manger of the Year Award

November 9-11
HDI Service Management
2009 Conference & Expos
in Washington, DC

November 11, 2009
HDI South Caroling Boot
Camp Training event

November 12, 2009
First Training Session
11:30 AM - 1:30 PM



Chapter Sponsors

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



To nominate an individual for the 2009-2010 HDI AOL Award ([click Here](#))



The **HDI Manger of the Year Award** will acknowledge and honor a great leader, a Service and Support Manger who has been in his/her current management role for the past 12 months, supporting any—or all—IT services within his/her organization.

The nomination process is an online procedure, [click here](#) to begin.

This award is sponsored globally by



[Award Criteria and Guidelines](#)  (832 KB)

Dear Helpy

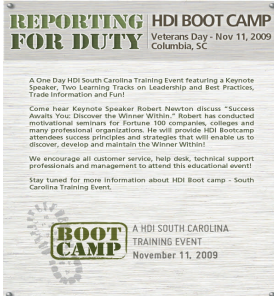


Send questions for Dear Helpy to: Cheryl.Siddiq@compass-usa.com



Dear Helpy,

Where can I get some additional training in the South Carolina Area?



HDI Boot Camp
HDI South Carolina Present's A One Day Training Event on November 11, 2009

Come hear keynote speaker: Robert Newton discuss "Success Awaits You: discover The Winner Within"

This costs will most be \$30/ person for HDI members and \$50/person for non members.



Are YOU Registered For The HDI SERVICE MANAGEMENT 2009 CONFERENCE & EXPO, November 9-11, 2009: WASHINGTON, D.C.?

Critical Education for Service Management Professionals

At the 2009 Service Management Conference & Expo, you'll learn from industry experts how to streamline your support center operations to maximize performance with minimal resources. Choose from an instructive mix of content-rich sessions across five tracks of learning, all filled with practical and useful information that can be quickly implemented for immediate improvement to your support center. You'll return home with templates and tools that will help you to enhance your service management operations. This event is a must attend for ANYONE involved in service management!



CHANCE TO WIN HDI MEMBERSHIPCHANCE 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!!!!

