

HELPING THE HELPDESK:

*A guide to letting new
employees get comfortable*

New employees can be great. But sometimes they can feel terrible. Getting and starting a new job is very stressful. Some people handle that stress with ease, others are ready to give up before they even get comfortable. This is a guide to helping out the new guy, or gal, and doing what you can to ensure they can succeed.

NEW EMPLOYEE JITTERS



FIRST WEEK OF
TRAINING



MEETING THE TEAM



READY TO WORK

1. First week of work in most places is a dealing with HR, doing paperwork, and getting that entry level company familiarization training. If your lucky, you will get a week with your new employee to train them in the basics of the organization. Some times, you don't get that long. Being able to do the best with the time you have can help decide if you have a good employee, a great employee, or need to start looking for an employee. This is why Helping the Helpdesk is going to help you be a better supervisor.
2. Meeting the team is a valuable part of any new employee's training or orientation. These are the people that they will be interacting with and relying upon for help during their most hectic times. The beginning of a career can quickly turn into the end of a career without a good support team to fall back on. Let your new employee feel good about themselves and get comfortable around the team.
3. Now, you have completed their orientation, personnel issues, HR items, and introduced them to the team. It's time for them to do what they get paid to do. Let's get to work.



WHAT AM I DOING

Anybody ever seen this guy?

Unfortunately, this guy has been around quite a bit in your time as a supervisor. While not exactly this guy, the look on the face is one we have all seen too often. It is time to get to work, the paperwork process is done and so eager to make a great impression with their skills, your new employee feels completely lost with even some simple requests. Forgetting things that were learned day one in school is common. Especially under the pressure to perform. Now some employees come out with a bang and you can't stop the stride they are on. We all love those employees. But sometimes the pressure gets to them. They may stumble, get nervous, and just outright forget the easiest of things. This is normal, but you can help them get through it.



WHAT?!?!?!?

The Helpdesk is the entry level for most IT people, and most are just out of college or still in college and trying to begin their career. With this comes many struggles. They are trying to impress you by doing a good job. Unfortunately, this can lead to nervousness and anxiety. These nerves and anxieties can cause them to struggle to remember simple things early on. As a young helpdesk technician, I struggled early with remembering easy items. I was so eager to do a good job, I was in fact doing a terrible one. Giving a helpdesk document with tips and common issues noted on it can easily boost confidence and give your young employee the right tools to succeed.

DON'T LET THEM SUFFER

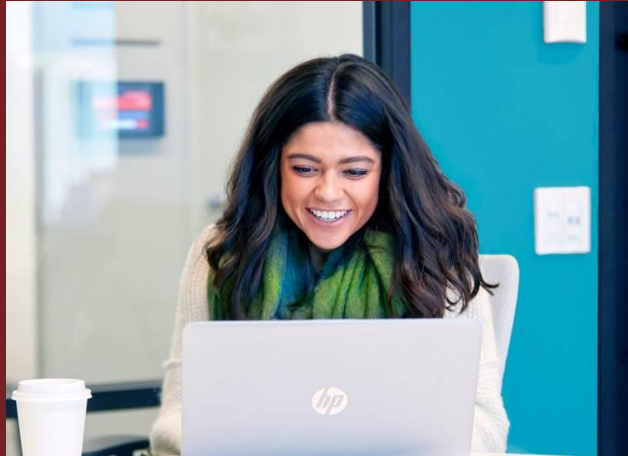
Why can't I remember?

I should know this.



Many young employees are going to be scared to ask for help. They can be visibly struggling and definitely need help, but, whether it be pride or fear or a bit of both, they will be reluctant to ask for it. Don't let your employee struggle to ask for help. Show them that you are there for them. Let them know that everyone at some point, started with no experience, had nervousness, or was really unsure at times of what to do. This is a common struggle for any job, not just in IT. Give your employees the best opportunity to succeed. Give them pointers and lessons. Show them some common mistakes that new employees make.

CONFIDENT EMPLOYEES ARE HAPPY EMPLOYEES



Giving confidence to your employees allows them the chance to be more successful. If they feel they can get the job done without much help or without any major issues, they will grow in confidence with each new call or ticket that comes in. Soon, your nervous new employee will be booming with confidence, understanding and the ability to get the job done.



GET
MORE
WORK
— FROM
YOUR
WORKERS

With more confidence, comes more work. Providing an easy to read and easy to follow manual will give them the ability to perform common tasks on their own without having to rely on others or having to second guess themselves. This allows for not only them to complete more work, but also the others on the team and yourself to get more of your own tasks done. Many companies have troubleshooting tips for their projects. Why not have a troubleshooting section for your helpdesk?

HOW CAN I HELP YOU?



Ever had that bad day going when everything is going wrong. Many people calling the helpdesk are having this exact issue. Calling the helpdesk is the last thing they wanted to do, but situations have caused that exact thing to happen. Once your new employee grows in confidence, they will be able to enjoy what they are doing. Enjoying their job will allow them to better communicate with others and everyone knows, happiness can be contagious. A happy helpdesk employee can help the caller relax. Also, having the confidence and ability to get the help the caller gives them the ability to share some joy with that caller, and who knows, maybe make their day a little bit better.

GREAT JOB!!!



Relax, the job is done. With an easy to read and understand manual, your employee can sit back and know they are ready for anything that comes their way. And don't worry about having everything listed here. No one can ever predict everything that will ever happen. People will always run into things they haven't seen before. But, guess what? If it's not in the manual, your helpdesk employee will not feel as bad as going to someone else for help. When your employees have done a good job, this reflects on you as their supervisor.

LET
ME
HELP
YOU



Knowing that you are there for your employee gives that employee a feeling of peace. New jobs are stressful enough. They do not need to be made worse by supervisors that do not have time for them. At the same time, you do not want to have to spend a whole lot of your time having to constantly console your employees. This is where having that tech manual comes in handy. This will let you have your employees back without having to spend every minute watching over their shoulder making sure the right thing is being one and they know what they are doing. So, sit back, relax, and don't worry about a thing. I've got your back.