

AVOIDING SUPPORT STAFF
BURNOUT!!!!!!

with
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You Know You've Been Doing Support Too Long When You...

- yell at the customer
- can't even fake a smile in your voice
- refer calls constantly
- become emotional -- lose your distance
- begin to take it personally

You Know You've Been Doing Support Too Long When You...

- make the system crash...intentionally
- support at home or while shopping
- find that every call is an interruption
- feel your pager buzzing - even when it's not
- take your pager/blackberry/cell to bed with you
- ...

You Know You've Been Doing Support Too Long When You...

- answer home phone - “Help Desk”
- dream about it
- begin excessive drinking or drug abuse
- roll your eyes so hard you lose your contacts
- want to be an accountant

STRESS!!!!!!

Is Really a Cycle

The Stress Cycle

The Stress Cycle

Demand

The Stress Cycle

STRESS!!

Demand

The Stress Cycle

React

STRESS!!

Demand

The Stress Cycle

React

Recover

STRESS!!

Demand

The Burnout!! Cycle

The Burnout!! Cycle

Demand

The Burnout!! Cycle

STRESS!!

Demand

The Burnout!! Cycle

React

STRESS!!

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The Burnout!! Cycle

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The Burnout!! Cycle

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The Burnout!! Cycle

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STRESS!!

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The Burnout!! Cycle

Demand

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STRESS!!

Demand

The Burnout!! Cycle

React

STRESS!!

Demand

The Burnout!! Cycle

No Recovery!

The Promised Land

But we never seem to get there ...

5 Keys to Avoiding Support Burnout!

Diversification

- Get Off the Phone! - Less P.I.E. Time
- Rotate Assignments
- Lunch!
- Beware of Electronic “Leashes”!
- Diversify at Home

Interactive De-Briefing

- Who had the worst call today?
- Who had the best call?
- Did we tick anybody off today?
- Does anybody especially love us?
- If you didn't come in tomorrow, what should I know?
- How do we rate ourselves today?

Training

- Support staff often receives less formal training than users
- How much training is enough?
- What kind of training?

Personal Career Vision

- Support is a random profession
- Support is a recent profession
- No traditional career path
- Management may not have a career path for support
- You need a *Personal Career Vision*

Truth, Justice & the SLA

- Service Level Agreements
- With Users, Other IT Depts., and Management
- Fair to Users, Fair to Support, Fair to Management
- The Rules of the Game
- Manages Expectations
- What is Customer Satisfaction anyway?

Thank You!

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