

Chapter 6: Supervisor to Staff Ratio

Worksheet

This Help Desk improvement checklist worksheet is intended to be used in conjunction with the related chapter in the [Help Desk Management Book by Wayne Schlicht](#).

A significant factor in employee engagement is the supervisor-to-staff ratio. If the ratio is balanced correctly, supervisors can provide coaching, direction, and mentoring. Focused supervisors with correctly sized teams will allow good communication to improve efficiency and reduce issues. Answer the following questions to determine your recommended supervisor-to-staff ratio.

Question 1

Does the staff provide complex support assistance regularly?

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree

Question 2

The staff's supervisor is a working manager and is a subject matter expert in technical areas?

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree

Question 3

Staff duties require frequent management interventions, such as approvals, decisions, and escalations.

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree

Question 4

Are there many specialists or special job functional roles on the team?

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree

Question 5

Much of the staff work on-premise and not in a remote location such as from home?

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree

Question 6

Many of the staff are contractors?

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree

Supervisor to staff ratio grading

Assign the following point value to the responses and add up the total.

- Agree – 1 point
- Somewhat Agree – 2 points
- Somewhat Disagree – 3 points
- Disagree – 4 points

6 to 9 points – The staff to supervisor ratio should be less than or equal to 7 to 1.

10 to 15 points - The staff to supervisor ratio should be between 7 to 1 and 11 to 1.

16 to 19 points - The staff to supervisor ratio should be between 7 to 1 and 11 to 1.

20 to 24 points – The staff to supervisor ratio should be greater than or equal to 16 to 1.