

# Chapter 8: Meet with your staff 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](#).*

## Step 1 – Schedule an initial team meeting

Use the below initial meeting sample questions. Record the feedback to use for future improvement projects.

1. What obstacles are in the way of the team doing the job?
2. What does our team do best?
3. What is one thing we need to implement today to be successful?
4. What is one thing we need to stop doing to be successful?
5. What training initiative should be available for the team?
6. What notable things have the team accomplished this year?
7. What is the work environment that would allow the team to do our work best?
8. How do you want to be rewarded?

## Step 2 – Schedule weekly team meetings

Create a standing weekly team meeting agenda. Below is a sample agenda.

- Company news
- Operational performance
- Celebrating accomplishments
- Sharing something learned
- Upcoming this week

## Step 3 – Celebrating accomplishments

Determine how you as a manager will recognize positive behavior and outstanding performance. Below are **ideas for** celebrating accomplishments.

### Leadership presentations

Allow an individual or team to present their achievement to leadership. If employees have been working on a successful project, formally presenting the results to leaders can be very rewarding for all.

## **The employee of the month**

Create an employee of the month program. Make it clear what the selection criteria are to become an employee of the month.

## **Share feedback publicly**

Send out praise received about an employee or the team. As a manager, you may receive a lot of feedback about your staff. Share the positive feedback publicly via email, team meetings, or newsletters.

## **Company or department newsletter**

If you have a company or department newsletter, place employee achievement news in this publication. Not only will this recognize an employee, but the company or department will start to understand the great things being done at the Help Desk.

## **Suggestion box**

A suggestion box is a great way to receive feedback, tips, or ideas. I recommend not making the submission anonymous so you can follow up with the submitter for more specific information. To encourage submissions, offer a reward if the feedback, tip, or idea is successfully implemented.

## **Handwritten thank-you notes**

A thank you card is great. Sending a handwritten thank-you note can take it to a higher level. Personalizing the thank you note with a personal comment shows how much you value the employee and their hard work.

## **Peer to peer recognition**

Having employees recognize each other can really provide a unique perspective on who is really performing well.

Recognition of a job well done is a fundamental need of an employee to confirm managers value their work. Once an employee feels their work is valued, engagement and productivity will increase.