Setting Standards With Your Helpdesk Team

This is an extra resource to go along with the original article:
Fundamentals of an Excellent Helpdesk Experience

Here are a few tips for setting high standards with your helpdesk team:

1. Involve them with goal-setting and SLA determination. People are more invested when they get to play a part. They also understand why and how the standards were set.

2. Make sure goals are measurable. It's hard to quantify anything on "gut feeling," so make sure every standard is easily measured.

3. Be transparent about how individuals are assessed against standards. People want to know exactly where they stand and why.

4. Have clear, scalable processes that are built to be human-centric. Don't make people's jobs harder by having difficult or scattered processes.

5. Provide good quality tools. It's definitely easier to set and keep high standards when the tools you have help to make the job easier.

6. Be open to feedback at any time. Set the expectation that all are a valued part of the team and that feedback which may help to improve things is welcome.

7. Have a clear way for team members to track their own progress. It's easier to self-regulate when you can clearly see where you're at.

8. Offer regular training. Well-trained staff are a key to great service.