



HDI TRAINING | MARCH - MAY 2013
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PICTURE THIS: Twenty-six employees providing 24x7x365 support to more than 16,000 internal customers in a high-stress environment. How do you keep that team happy and motivated?

The support team at University Hospitals of Cleveland has found a way!

Each support team member at University Hospitals of Cleveland, from the front lines to management, works hard to understand the motivation behind each support call, and keep a level head while prioritizing and providing effective support.

So what has the University Hospitals team done differently that you could apply to your own support organization?

- Invest in training often and early. Providing HDI training opportunities helps the entire team deliver quality, consistent support, and shows the team your organization's willingness to invest in their success.
- Build career paths. Knowing that there are future opportunities available motivates individuals who want to build a career with the organization, not just show up to do a job every day. This creates a team of employees who are truly invested in the goals of the organization.
- Support your team and show off their accomplishments. It is up to the service desk managers to make a strong business case to show the value that the service desk is adding to the business.

Most importantly, having a solid foundation of a trained team of support professionals makes this all possible!

Read the entire case study online at
www.ThinkHDI.com/Case0213.