



HDI Motown Chapter Meeting Minutes

Topic: Help Desk Manager's Crash Course to Success
Date: 08/14/2009
Location: Ajilon Consulting (Southfield)
Speaker: Phil Gerbyshak, Help Desk Manager, Speaker, Author, Relationship Geek

Meeting Minutes:

- Welcome – Dan Wilson
 - Introduction (who are you and where do you work)

- Help Desk Manager's Crash Course to Success Presentation (Presentation can be found on HDI Motown Website) – Phil Gerbyshak
 - Books Phil's Reading right now:
 - **"Six Pixels of Separation"** coming out 9/21/2009 – see: <http://www.twistimage.com/blog/> . Phil will have a review of this at <http://www.philgerbyshak.com/> soon.
 - **"Living in More Than One World: How Peter Drucker's Wisdom Can Inspire and Transform Your Life"** by Bruce Rosenstein. You can find a guest post "6 Crucial Management Tips from Peter Drucker" from Bruce Rosenstein on slackermanager.com, filed under "guest posts."
 - You can find more of what Phil is reading at his Google reader share site <http://philgerb.com>
 - **"Help Desk Manager's Crash Course"** by Phil Gerbyshak and Jeffery Brooks. An excerpt can be found in the July/August **HDI Support World** (can be found online at <http://www.thinkhdi.com/> if you are an HDI member).

Presentation

- Hiring Tips and Tricks
- Team Building
 - The best team building is not your favorite
- Delegation (not dumping)
 - Quadrants
 - P1 – for newbies – delegate while showing what's in it for them and empower
 - P4 – toughest to delegate – you really have to know your team to delegate these tasks (i.e., high profile projects) – delegate while showing what's in it for them. Help

develop a strategy (make it seem possible), with small meaningful tasks. Schedule follow-up.

- Rewards and Recognition - #1 thing that people are looking for
 - Book: **“The Carrot Principle: How the Best Managers Use Recognition to Engage Their People, Retain Talent, and Accelerate Performance”** by Adrian Gostick and Chester Elton – authors are consultants with the O.C. Tanner Recognition Company
 - MUST acronym (see slides)
 - Metrics that Matter
 - A Metrics Triangle (Productivity (total number of whatever you’re doing), Customer Satisfaction (fixing the person, not just the problem), Effectiveness)
 - Employee Satisfaction – how happy are your people – if you can focus on making your employees really happy, the three above will fall into place.
 - Book: **“Happy Hour is 9 to 5 - How to Love Your Job, Love Your Life and Kick Butt at Work”** by Alexander Kjerulf
 - Engage and Employ Your People – is there some things that only a manager can do? Determine what those policies are and empower your teams.
 - Final Points
 - People matter...a LOT!
 - Metrics matter...a LOT!
 - Connect with Phil – feel free to connect, but let him know how he knows you.
 - @philgerb on Twitter
 - Philgerbyshak.com
 - Slackermanager.com
 - phil@philgerbyshak.com
 - Let’s Discuss...
 - Helpdeskcrashcourse.com – to order the book
- Break/Networking (Ice Cream Sundaes)
 - HDI Chapter/National Updates – Nihal Soloman
 - Upcoming Motown Meetings—see the HDI Motown website for details on remainder of 2009 meetings
 - September Meeting:**
 - Topic:** 6th Annual HDI Motown Executive Panel
 - Confirmed Panelists:**
 - Phil Bertolini, Oakland County, CIO/Deputy County Executive
 - Theresa Rowe, Oakland University, CIO
 - Barry Fleischer, Optimum Technology, CEO
 - Jeff Christofis, Kelly Services, Director of Infrastructure Operations & Services
 - Sean Flater, Volkswagen Group of America, CTO
 - Frank Petersmark, Amerisure Mutual Insurance Company, Vice President of IT
 - Emcee:** Dave Wilmer, Robert Half Technology, Executive Director
 - Date:** Friday, September 18, 2009
 - Location:** Oakland County Dept. of IT, Building 49

*Recommend that you park at the Farmer’s Market and walk over the bridge

Attendees will have a chance to win door prizes including:

- Dell Inspiron Mini 9 Notebook
- Various Mgmt and Leadership Books
- HDI Silver Membership
- More to come...

Must be present to win!

- ITIL V3 Foundations Class August 24-26 from 9AM-4PM at Volkswagen in Auburn Hills
- HDI Analyst of the Year – forms due by Oct 31st, Winner announced Dec 11th, Regional Competition in January.
- Giving Back Program – HDI Bronze membership to people in transition – attend two consecutive meetings and get involved!

National Updates

- Upcoming classes in Detroit in September for Analyst (9/21-22) and Manager (9/23-25) – see <http://www.thinkhdi.com>
 - Microsoft | Learning + HDI – Microsoft Partnering with HDI to include HDI Certification as a requirement to the MCTIP
 - Membership – SupportWorld Magazine and Latest Focus Book are out.
 - HDI Student Membership – Silver membership offerings at the Bronze price (\$75 or 50% savings)
 - Free Executive Breakfast – for people who are attending the HDI Forums in Chicago 8/25/09
 - Upcoming National Conferences—HDI Service Management Expo in November 9-11 and March 16-19, 2010 Annual Conference in Orlando, FL—details can be found at <http://www.thinkhdi.com>
- Roundtable Breakout Groups (come up with three questions for our September panelists)
 - HDI Analysts and Manager of the Year – Joy Goberville
 - HDI Analyst of the Year – forms due by Oct 31st, Winner announced Dec 11th, Regional Competition in January.
 - HDI Motown website overview – Jeff Kalfut
 - **Archives** – where you can find all of the slideshows from previous meetings and meeting notes.
 - Door Prizes
 - **Reminder:** Resources available on the Web including Archived Presentations--
<http://hdimotown.com/>