

GAME ON

5 Things IT Leaders Can Do to Build Happier Teams

— LEVEL 1 —

THANKS TO THE TALENT GAP AND THE HIGH COSTS ASSOCIATED WITH RECRUITING AND HIRING IN THE TECH INDUSTRY, RETAINING TOP EMPLOYEES IS MORE IMPORTANT THAN EVER

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POINTS

ENERGY

On average, it takes 42 days to fill an open position and each new hire costs a company more than \$4,000, according to the Society for Human Resource Management.

But hiring expenses aren't the only concern. When an IT professional leaves an organization, projects become backlogged and remaining team members are often forced to double-down — which only serves to perpetuate the cycle of dissatisfaction.

AS AN IT LEADER, IT'S YOUR MISSION
TO HELP YOUR TEAM FEEL MORE
SATISFIED WITH THEIR JOBS

— LEVEL 2 —

UNFORTUNATELY, THAT'S EASIER SAID THAN DONE. TECHNOLOGY CONTINUES TO GROW IN SCALE AND COMPLEXITY, AND EMPLOYMENT OPPORTUNITIES ARE SEEMINGLY ENDLESS. IF AN ORGANIZATION DOESN'T OFFER IT EMPLOYEES THE SUPPORT THEY NEED, THEN ANOTHER COMPANY PROBABLY WILL.

29% of IT pros are stressed to extremely stressed at work

32% of IT pros plan to look for or take a job with a new employer in 2018

*Survey by Spiceworks

— LEVEL 3 —

OF COURSE, THERE'S PLENTY OF OPPORTUNITY TO IMPROVE YOUR WORKPLACE ENVIRONMENT FOR IT EMPLOYEES. AND BY BUILDING A HAPPIER AND MORE ENGAGED TEAM, YOU'LL NOT ONLY INCREASE RETENTION, YOU'LL ALSO BOOST DEPARTMENTAL PRODUCTIVITY AND CREATE A HEALTHIER WORK CULTURE FOR YOURSELF, TOO

Happier Employees are

12%

More Productive*

*Study by University of Warwick

LIFE ❤️❤️❤️

— LEVEL 4 —

IN ORDER TO DRIVE IT PRO EMPLOYEE SATISFACTION, YOU NEED TO START BY UNDERSTANDING WHAT EMPLOYEES WANT FROM THEIR LEADERS IN THE FIRST PLACE. HERE ARE...

3 COMMON THINGS EMPLOYEES SEEK IN THEIR BOSSES

RESPECT

65% of employees rate respectful treatment as "very important" to job satisfaction, but only..

38% rate themselves as currently "very satisfied" in this area.

*SHRM 2017 Employee Job Satisfaction and Engagement survey

CLEAR GOALS

42% of tech workers say unclear goals are their primary source of stress at work.

*Survey by Comparably

SKILL-BUILDING

Professional growth and career development are among the top drivers of tech employee engagement.

*Survey by Quantum Workplace

SO WHAT CAN YOU DO TO ADDRESS THE TOP 3 EMPLOYEE NEEDS AND LEVEL UP IT EMPLOYEE SATISFACTION?

1. OPEN UP TEAM COMMUNICATION

- a. Regularly ask for feedback
- b. Schedule regular one-on-one meetings with each person on your team
- c. Get out of the office for team-building events at least once per quarter

2. OFFER MORE OPPORTUNITIES FOR CONTINUED EDUCATION AND ON-THE-JOB SKILL-BUILDING

- a. Set aside at least a couple hours of training time per week for each team member
- b. Identify each employees' strengths and weaknesses, and help them improve at both
- c. Offer certification reimbursement opportunities for relevant courses completed outside of work

3. CREATE AN EMPLOYEE RECOGNITION PROGRAM TO INCENTIVIZE WORK AND REWARD STAR PLAYERS

- a. Survey your team to find out how they'd like to be recognized
- b. Hold monthly, quarterly, and/or yearly contests
- c. Gamify menial tasks to drive motivation

4. SET EXPLICIT, MEASURABLE, AND ATTAINABLE GOALS

- a. Create objectives for everything from handling helpdesk tickets to rolling out new tech
- b. Reassess goals regularly to ensure they're realistic and reachable
- c. Celebrate and recognize your team when goals are exceeded

5. INVEST IN BETTER SOLUTIONS TO MAKE IT PROS' JOBS EASIER

- a. Opt for reliable Help Desk/Ticketing and Asset Management tools
- b. Ask for input from team members when choosing new solutions
- c. Choose software and tools that will increase efficiency and help employees achieve a better work-life balance

By making these changes, you can create a more lovable work environment for IT pros, retain top talent, increase your team's productivity, and drive lasting employee loyalty.

GAME OVER

YOU WIN!

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