



Help Desk: The Who, Why, What, When and Where of Training a Technology User

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1. Introduction

This presentation outlines for Help Desk students the primary elements necessary for training a technology user. Training in the modern-day corporate environment requires particular skills in calling on Help Desk employees to consider vital pedagogical issues in conjunction with the resource constraints of modern-day industry.

With these considerations very much in mind, the presentation takes trainers through the process of planning for training sessions by considering each of the following elements in turn -

WHO	the trainees are
WHY	they need to be trained
WHAT	training is required and how it might be delivered
WHEN	training needs are likely to arise and the timing of that training
WHERE	the training should take place

The training process is further explored by discussing planning for the training sessions including time and resource management, interpersonal skills, training techniques, lesson planning, training manual content and methods for evaluating effectiveness.