

Staff Engagement - The Checklist

		Yes	No
	Purpose		
1	When Coaching Advisors, Do You Make a Point to Tell Them Why They Need to do Something, as Well as How?		
2	Do You Have Any Initiatives to Bring Staff Together with Customers Off the Phone?		
3	Do You Share Customer Feedback with the Advisor Who Handled Their Contact?		
4	Have You Outlined a Clear Diversity and Inclusion Plan?		
5	Do You Actively Support Any Charities That Support a More Inclusive Society?		
	Potential		
6	Do Team Leaders Say Thank You to Advisors Whenever They Catch Them Doing Something Well?		
7	Do We Make Progression Opportunities Clear to Staff Members?		
8	Do We Have Mechanisms for Listening to Advisor Ideas for How to Improve the Contact Centre?		
9	Do Advisors Fully Understand How Their Performance Is Assessed and Do They Have a Say In It?		
10	Do We Offer Any Mobile Microlearning Opportunities?		
	Play		
11	Do We Give Staff the Freedom to Plan Social Events and Motivational Games?		
12	Do Team Leaders Know Their Advisors Hobbies Outside of Work?		
13	Do We Give Expert Advisors the Chance to Share Their Expertise With the Wider Team?		
14	Do We Make Learning Materials Available In a Variety of Different Formats?		
15	Have Staff Got Any Flexibility In Their Shift Patterns, Beyond Shift Swaps?		
Total:		/ 15	