



ASSURANT®

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What do we do to make this place a fun environment

Contact centre culture and our aim

With the average age of UK call centre employees being 26, often backed by a management of older and long serving employees, creating an environment in which employees have mutual respect is essential to delivering quality customer service and hitting our targets.

There are many myths around younger employees that can affect how they are perceived in the workplace, such as a lack of a strong work ethic and being motivated only by high pay and flashy staff rewards. In reality, the vast majority of younger workers are eager, energetic and ready to take on new challenges and are as motivated by emotional factors such as feeling appreciated by their employer, as the rest of the working population. We as a contact centre understand this and with this in mind strive to improve our culture, there is one thing that we constantly remind ourselves though and that is: it isn't a task with a completion date it is something we must strive to do constantly, to improve and work on every day. This task will never be perfect however it has a massive impact on all areas of the business most of all our customers.

With this in mind I wanted to share with you just a few of the examples we have implemented into my department, which although sound quite small have had a great impact on attitude, work ethic and performance giving our customers the best journey:

Big Brother is listening

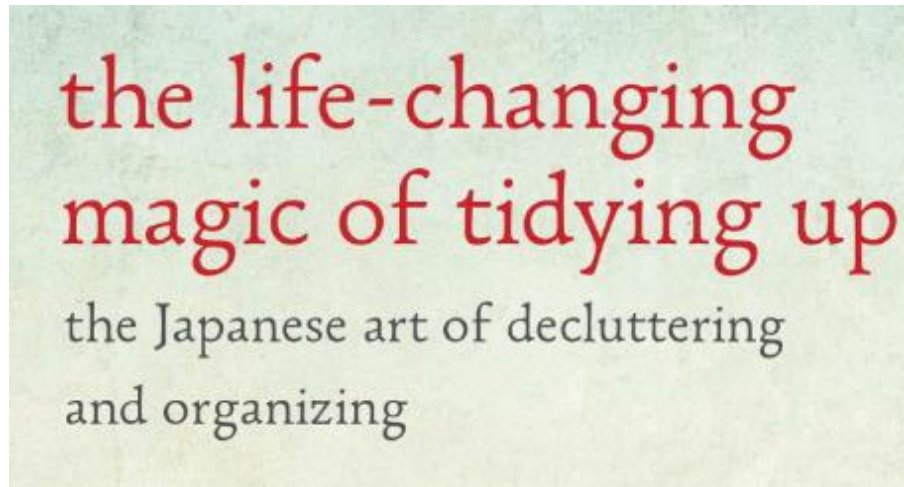
What we do:

What does this
achieve:

Environment and culture:



Tidy and Check Monday



What do we do:

What does this achieve:

Environment and culture:

Theme Friday



What do we do:

What does this achieve:

Environment and culture:

Fear of Change

What we do:

Environment and Culture

