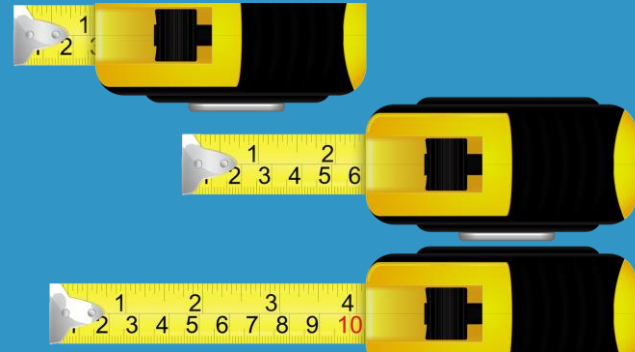


**WEBINAR**

# Ask the Expert – How to Measure Employee Engagement



# Speakers



**Dougie  
Cameron**

addzest



**Hiten Patel**

RSVP



**Clare  
Luckman**

Siniat Ltd



**Jonty  
Pearce**

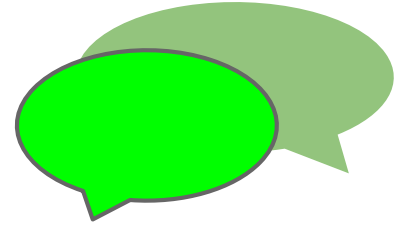
Call Centre  
Helper

Login to our chat page [www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Question

How many questions do you currently ask in your employee engagement survey?

# Audience Opinion



One question that we always ask is: How do you feel about going to work every morning?

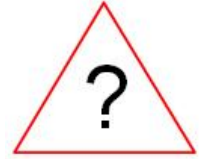
The responses on this question can overtime show if the difference for example when we made management changes or other changes to the call centre environment

**Sent in by Mea1).**

Carry on the discussion in our chat room

[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Question



I have found that questions, year on year, can change slightly - is this good? for me it is hard to see a year on year change directly.

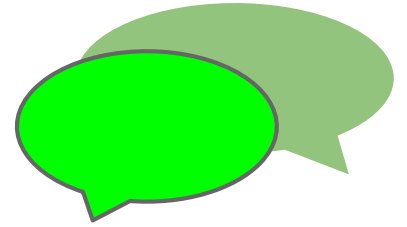
**Sent in by Shaun1.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Question

What do you think are the best questions to ask?

# Audience Opinion



We currently run an all staff employment engagement survey annually however I'm thinking about doing this quarterly for my individual teams that I manage. Are there any risks I should be aware of and tips can you give me for doing this myself?

**Sent in by Sam.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

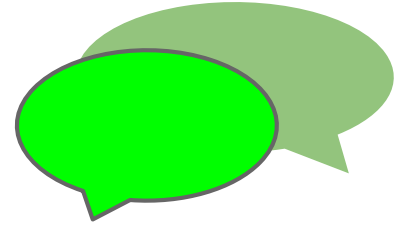
# Question

Do you think your current method of capturing employee engagement is accurate?

(How honest do you think that people are in employee surveys?)



# Audience Opinion



Good question to ask: How do you feel about the level of communication in your workplace?

**Sent in by Cath.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

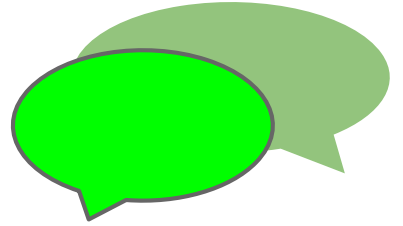
# Question

What have you tried to do to improve employee engagement? What has worked? What hasn't?

# Question

What other factors help to determine how engaged your employees are?  
E.g. attrition rate, absence, etc.

# Audience Opinion



Lateness, staff not attending work social activities

**Sent in by Sue.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Tip



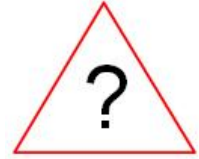
**We survey Annually and supported with an open Pulseometer for daily feedback  
The Pulseometer is a forum based inhouse built tool that colleagues can post feedback as and when they need under topics such as incentives, product, ideas etc....they receive a response within 24 hours that others can also see and comment upon**

**The Pulseometer also records sentiments of unhappy, indifferent and happy through an emoji type icon**

**Sent in by Susanne 3**

**Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)**

# Audience Question

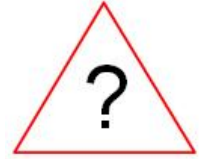


what do you think is the ideal engagement result?

**Sent in by Hannah.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Question

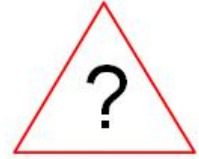


What should be a good target for employee turnover in a call center?

**Sent in by** Lenin1.

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Question



#question Aside from surveys or focus groups, do you have any creative/fun ideas for giving a quick snapshot of engagement?

**Sent in by** Rebecca10.

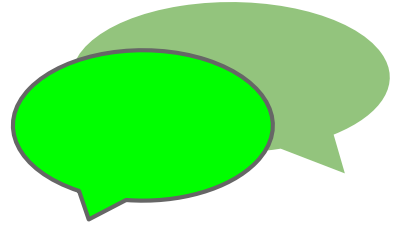
Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)



# Question

What questions do you ask in exit interviews?

# Audience Opinion



average UK turnover rate is 15% ( not just call centre specific

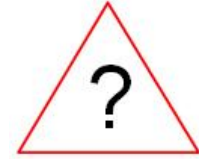
**Sent in by Sue.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Question

What trends do your employee engagement surveys show?

# Audience Question

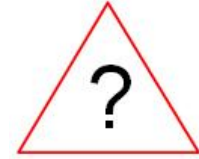


Your advice to reduce employee turnover in a call center?

**Sent in by** Lenin1 .

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Question



1 question asked is about pay and how happy are you with it. It always has a low score but management state it won't change so is it worth asking the question?

**Sent in by Taraneh.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Tip

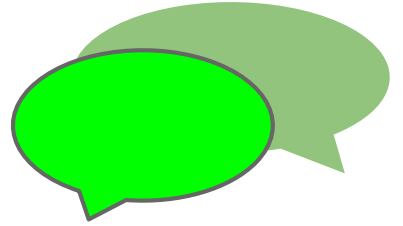


#tip we have 18 engagement statements based on Gallups Q12 plus 6 of our own and ask our staff to select true or false

**Sent in by Shona1.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Opinion

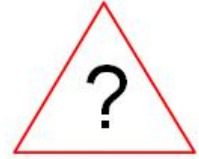


I really believe if you want to keep your employees engaged you need to keep things fun and upbeat. Happy teammates work harder and make the environment more desirable

**Sent in by** Angela6.

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Question



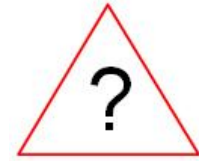
#Question How would you effectively set the scene with agents before completing a engagement survey to ensure full/honest answers?

**Sent in by Melvyn2.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)



# Audience Question

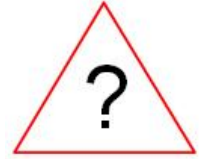


Does anyone use any other creative or fun methods to give a snapshot of employee engagement (other than surveys and focus groups)? Someone mentioned clicking on smiley/sad faces. I've also heard about companies using tennisballs (employees asked to throw them in the happy or sad basket at the end of the day) etc. Any other ideas?

**Sent in by** Rebecca10.

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Question

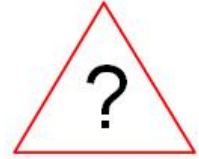


Do you find bonus programs are common in call centers? If so, what metrics would you base the program on?

**Sent in by Jill2.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Question

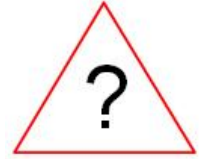


Question: What is the best way to keep employees positive, with no budget available? Sometimes the smallest thing can make an employee negative and negativity spread very fast throughout the call centre.

**Sent in by Gabriella1.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Question



Do you think employee engagement is more effective face to face with an employee in a meeting or via an anonymous email survey for employees to fill out? Interested to get the panels point of view?

**Sent in by Tom.**

Carry on the discussion in our chat room  
[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Tip



TIP# You need to ensure each member of the team realises how important they are in the big picture.

As a manager I can not take a day off as I know things in the center will fail and other will have to work extra hard. As an agent you should in a perfect functional call centre feel the same.

They need to feel like the work they are doing matters and that with them being away or sick they will be missed.

**Sent in by Mea1 .**

Carry on the discussion in our chat room

[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Audience Tip



#tip Line Managers are integral to engagement because they have such an influence on the drivers of engagement - reward, recognition, co-workers, sense of accomplishment etc.

If you haven't already, it's worth having a workshop with Line Managers in your organisation to stress how much they matter and give tips on how they can increase engagement throughout the company

**Sent in by** Shona1).

Carry on the discussion in our chat room

[www.callcentrehelper.com/chat](http://www.callcentrehelper.com/chat)

# Question

Do you train your Team Leaders to spot signs of poor engagement?

# Question

What happens to the information you gather in your employee engagement surveys?



# Thanks to our Speakers



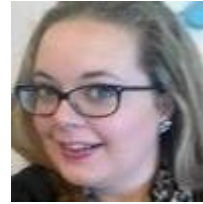
**Dougie  
Cameron**

addzest



**Hiten Patel**

RSVP



**Clare  
Luckman**

Siniat Ltd



**Jonty  
Pearce**

Call Centre  
Helper

Please complete the survey  
as you leave the webinar