

The 2 BIG E's All Call Centres Should Live & Breathe



Rob Wilkinson

- ✓ Over 15 Years Sector Expertise
- ✓ Director at Call Centre Connect
- ✓ Call Centre Helpers 4th Most Respected
- ✓ Top 30 Customer Service Influencer On Twitter

Call Centre Connect | The UK's Easiest, Most Cost Effective Way To Recruit Agents



/in/RWilkinson



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YOUR JOB TODAY

Find the one or two “nuggets” of useful information that you can take away and use straight away in your call centre.

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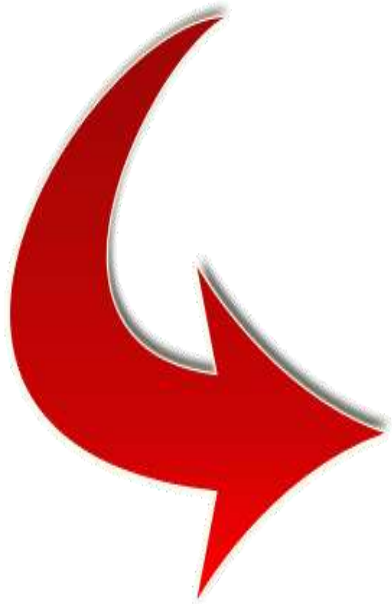
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The 2 BIG E's All Call Centres Should Live & Breathe



Engaged



Empowered

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The 2 BIG E's All Call Centres Should Live & Breathe

Engaged

- ✓ Intellectual
- ✓ Affective
- ✓ Social

*"Highly Engaged
Workforces Are 78%
More Productive &
40% More Profitable"*

AON Hewitt Study 2014

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Engaged

✓ Intellectual

Thinking hard about the job and how to do it better.



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Engaged

✓ Affective

Feeling positively about doing a good job.



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Engaged

✓ Social

Discussing ideas for improvements with colleagues.



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Engaged

Success Checklist:

- ✓ Involve & Identify
- ✓ Inform & Integrity
- ✓ Implement & Inspect



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Time For A Poll.....

Question here & choices below

- 5)
- 4)
- 3)
- 2)
- 1)

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The 2 BIG E's All Call Centres Should Live & Breathe

Empowered

- ✓ Educate
- ✓ Environment
- ✓ Enable



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Empowered

✓ Educate

Empowerment is the process of an individual enabling them self to take action.



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Empowered

✓ Environment

Create an environment that fosters ability & desire.



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The 2 BIG E's All Call Centres Should Live & Breathe

Empowered

✓ Enable

Remove barriers that limit the ability for staff to act.



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Empowered

Success Checklist

- ✓ Vision & Goals
- ✓ Trust & Feedback
- ✓ Listen & Reward



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Thanks for listening

Back to Jonty...

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