



EMPLOYEE ENGAGEMENT: GUARANTEED TO IMPROVE CUSTOMER EXPERIENCE

The New Thinking Behind Great Contact Centre Leadership

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Agenda

- ✓ What does a great leader look like?
- ✓ Leadership Capability
- ✓ Employee Engagement

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Strategic Leader



Customer
Satisfaction

Employee
Engagement

More for Less

Digital
Transformation

Strategic Leader

Customer
Experience

Employee
Experience

ROI

Technology

The fourth industrial revolution

Data

Security

Legislation

Team Managers 4 Imperatives

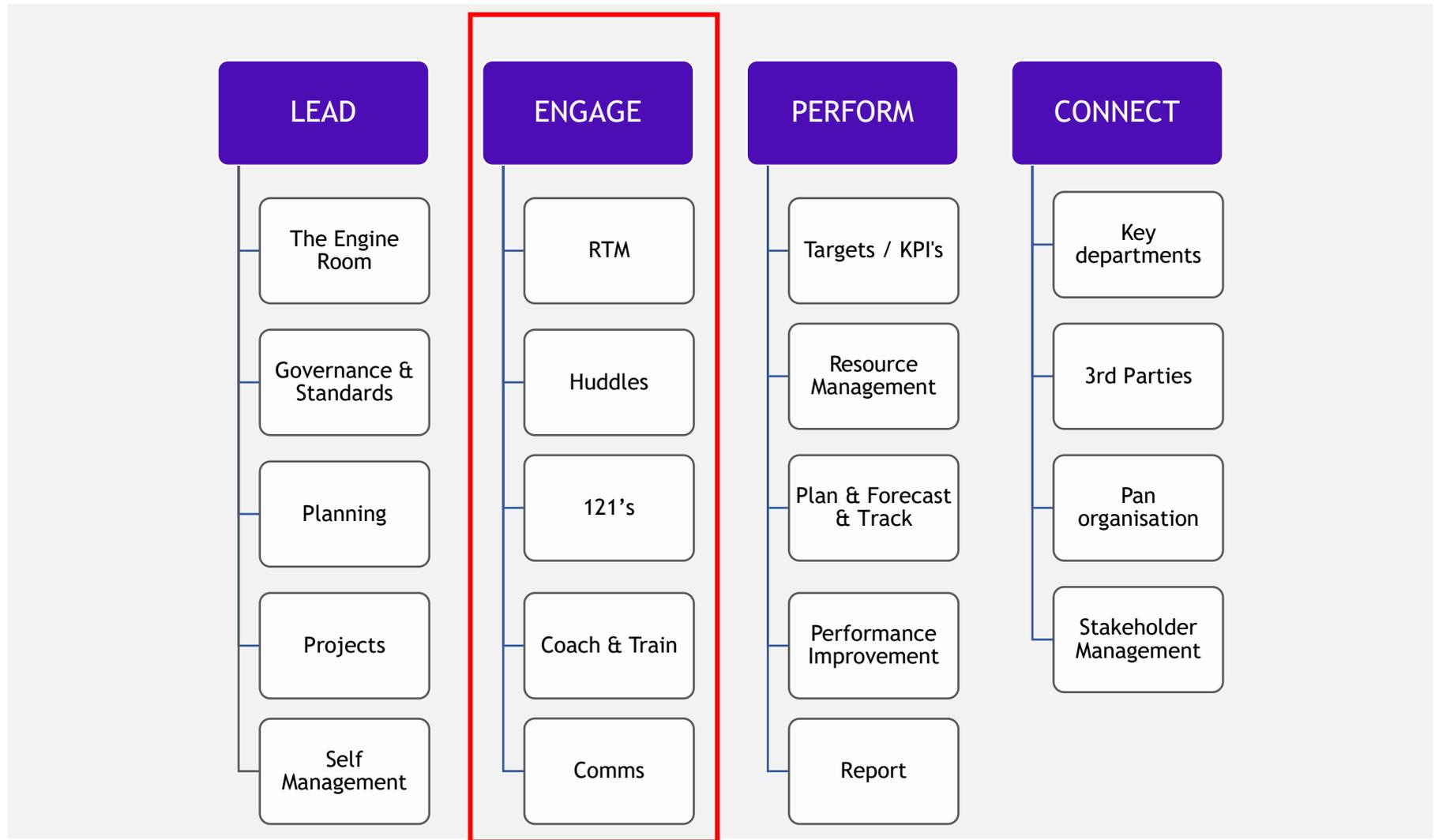
LEAD

ENGAGE

PERFORM

CONNECT

Team Leaders Key Responsibilities



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The Customer Champion





Complexity





Collaboration





Managing Humans & Machines



Remote Working



COMMUNITY

Community

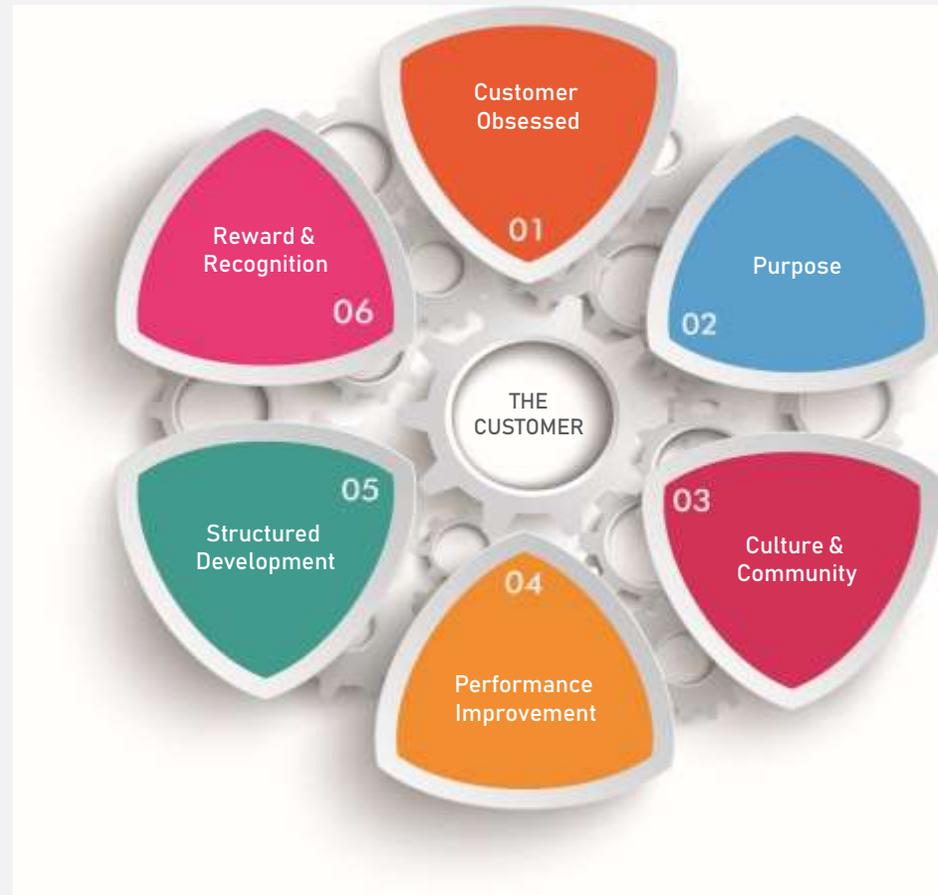
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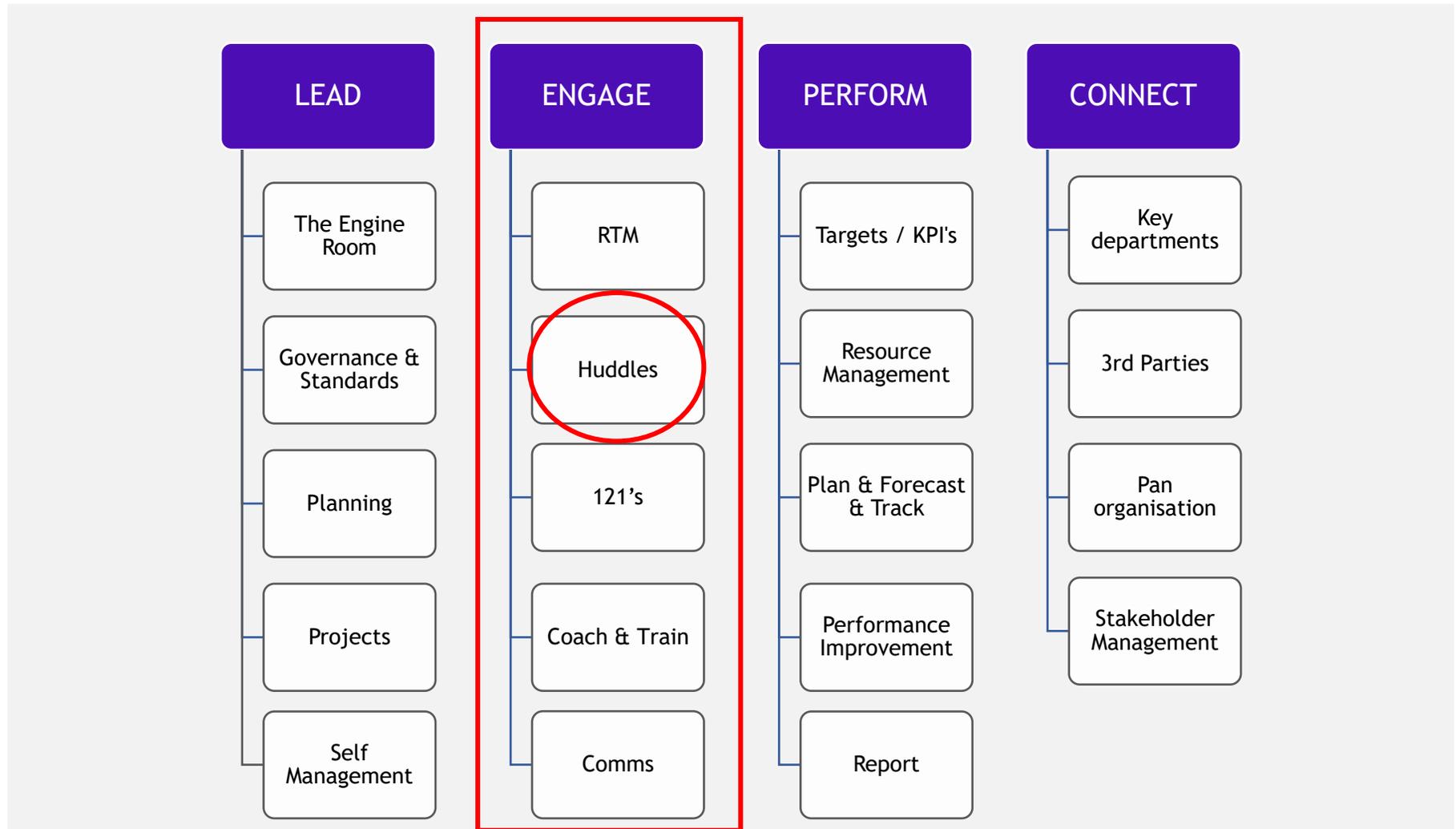
The CX Employee Engagement Model™

A proven model for employee engagement that link to CX and business performance

Six quantifiable dimensions provide a complete view of the organisational CX engagement and capability based on 45 integral indicators



Team Leaders Key Responsibilities



Team Huddles



Team Huddles

Avoid	Successful Team Huddles
X Discussion/problem solving	✓ Engagement/purpose
X A meeting	✓ Briefing 2-15 mins
X Sit down	✓ Stand up
X Around a desk	✓ Away at a board
X Adhoc	✓ Set day, time, place
X Slow	✓ Pace, energy and inspire

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Remember...

