
Where is your
motivation?





How have your relationships changed?



....What do you miss the most?

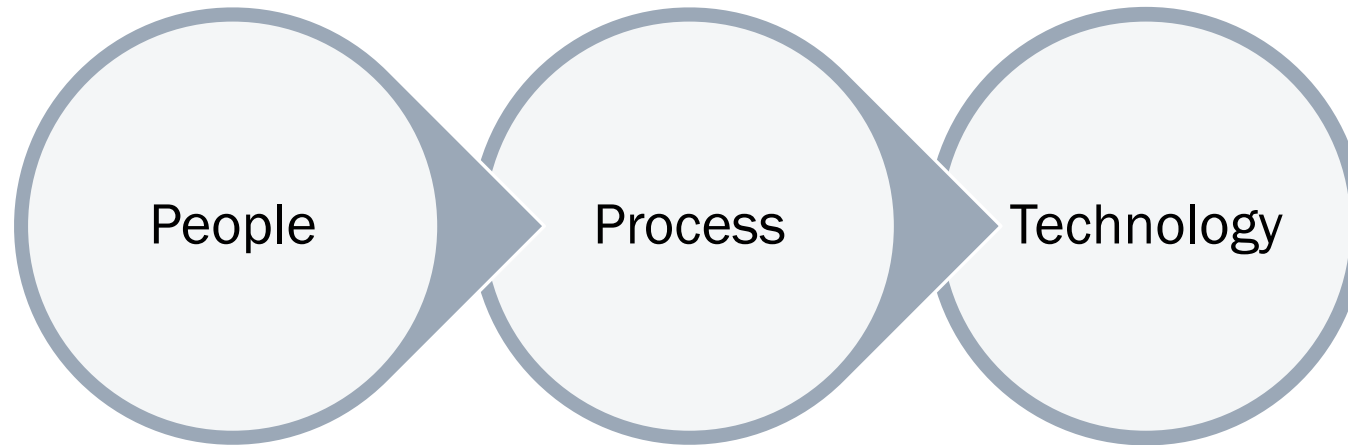




VS



Point of Conflict or Point of Opportunity?

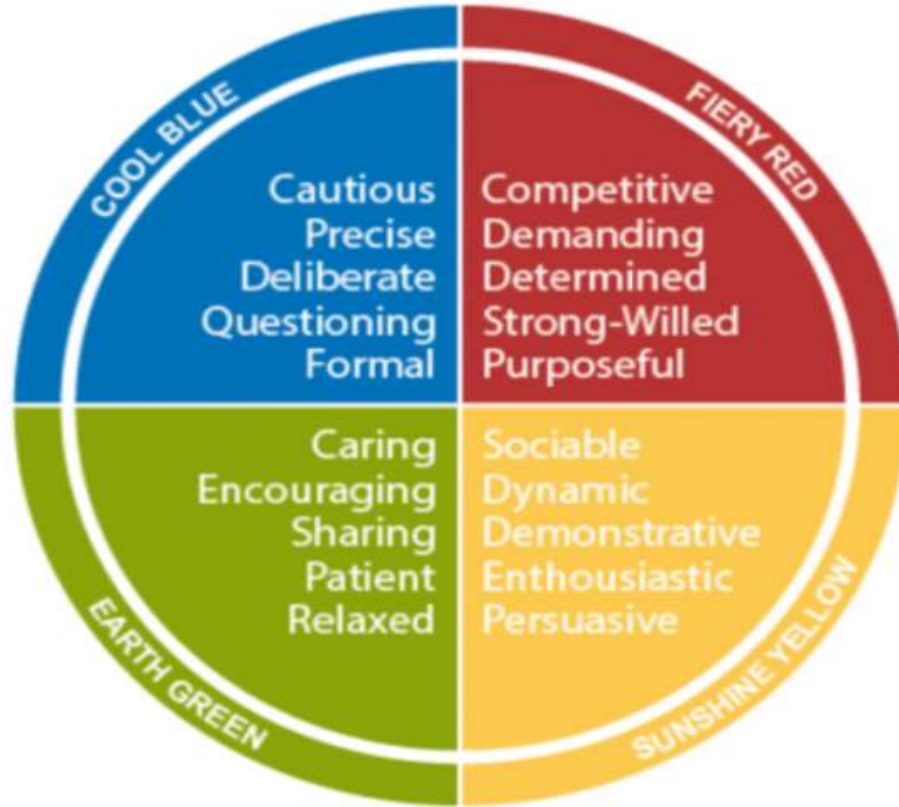


Poll.

What has changed the most?

- * We have reduced the metrics we measure agent performance on.
- * We have changed our management focus and style
- * We have had learnt to fail fast and continue to learn
- * The business have realised how critical the agents are
- * Nothing but the location of the agents has changed

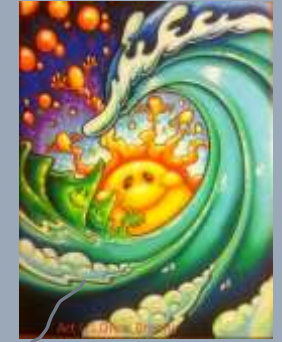
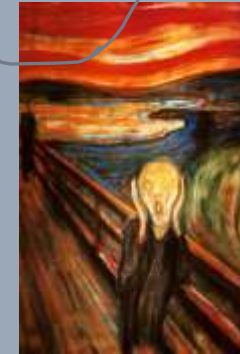
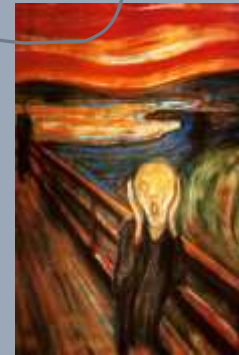
How is your EQ?

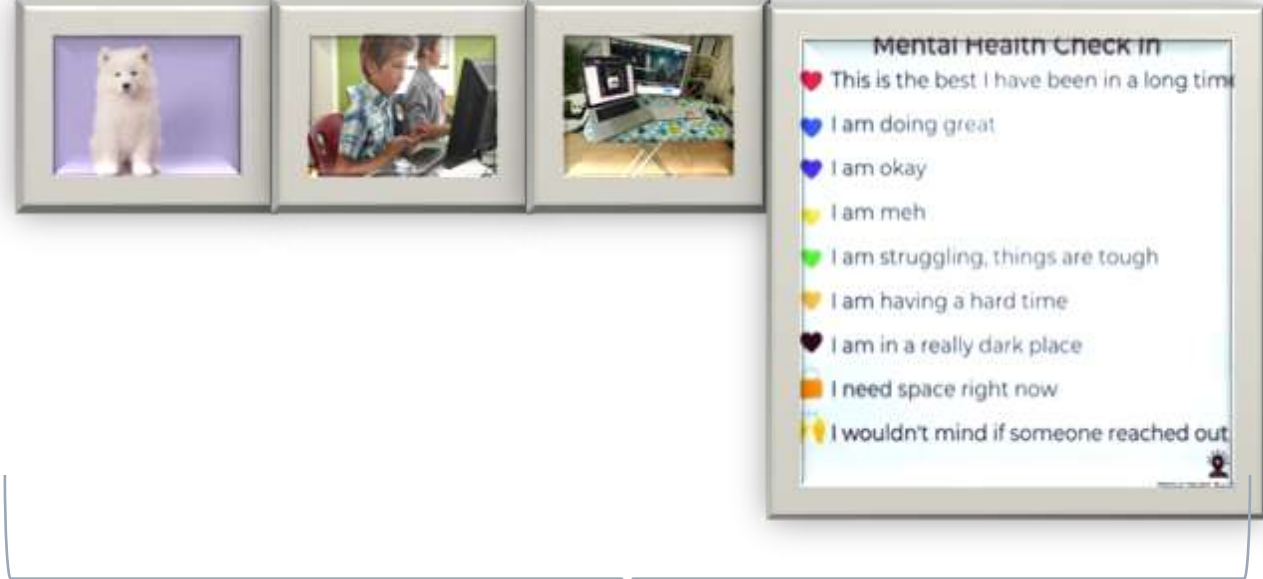
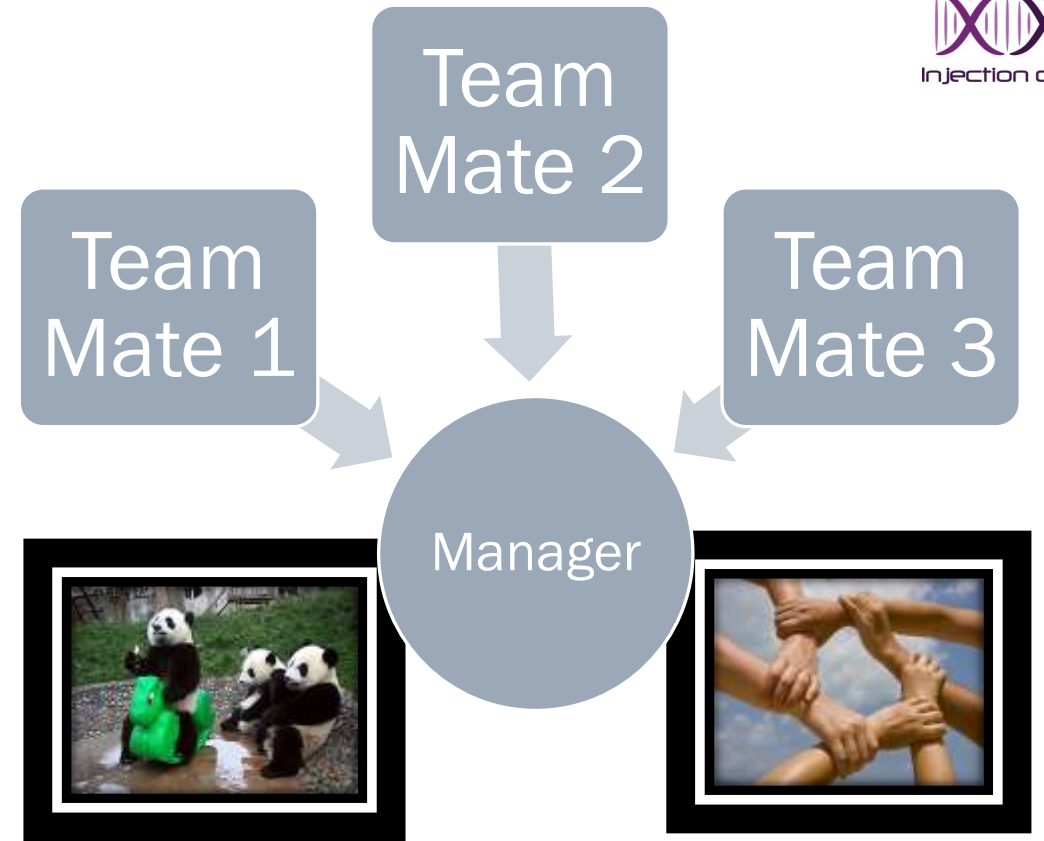


On a good day



On a bad day





Mental Health Check-in

- ♥ This is the best I have been in a long time
- ♥ I am doing great
- ♥ I am okay
- ♥ I am meh
- ♥ I am struggling, things are tough
- ♥ I am having a hard time
- ♥ I am in a really dark place
- ♥ I need space right now
- ♥ I wouldn't mind if someone reached out

A board with a "Mental Health Check-in" title and a list of eight options, each with a heart icon and a color-coded dot. To the left of the board are three framed images: a white dog, a person at a computer, and a desk with a laptop.



Top Tips...

- Consider EQ tests for you and your team
- Review your Management Information Suite and consider the relevance now
- Talk to your agents about what they need from you and your business
ask them to score you on how well you are doing against that or

....You could use an **ERIC** model

...what can I /we To make your life
easier

E liminate	R educe
I ncrease	C reate