

Improving the experience of your employees



Poll: What causes employee burnout?



“Syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.”

Dealing with stress

High contact volumes

How are they coping? Do they need a break? Can they switch to another channel, e.g. from phone to email?

Difficult customers

Do they need additional coaching? Do they need additional training? What resources are available?

Dealing with stress

Working from home

Do they have proper equipment? Would it help to switch channels at certain times of the day?

Work/Life balance

Ask them what you can do to make their work/life balance better. Help them set a routine.

Isolation

- Talk to the employee
- Have team or shift huddles
- Encourage them to participate
- Give them a chat buddy
- Work from the office



Coaching



Coaching

- Does your coaching approach work for everyone?
- Do you need to change your approach?
- Is the way you give feedback effective?
- Are you doing too much coaching or not enough?

Incentives

CALL CENTRE BINGO				
Made 5 sales	Took part in an employee focus group	Customer said "wow"	Spoke to 5 people with Welsh accents	Achieved a 90% quality score
Greeted each customer with their name	CSAT score of 10	Spoke to a customer with a "v" in their name	Communicated with a different department	Spoke to 9 male callers
Spoke to 5 people from Bristol	Mentioned your name to every customer	Customer gave you a compliment	Said "happy to help" to 10 customers	Responded to 20 customer emails
CSAT score of 10	7 customers had a name beginning with 'S'	Helped a fellow advisor	Posted a tip on the employee forum	Customer said "excellent"
Gave advice to a new recruit	Spoke to 8 female callers	Spoke to 50 customers	CSAT score of 8	Upgraded 12 customer packages



Summary

- Talk to your employees, use open questions
- Get your employees talking to each other, especially if they are working from home
- Give them resources they can access when needed
- The right amount of coaching is essential
- Boost morale with incentives