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."



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?





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



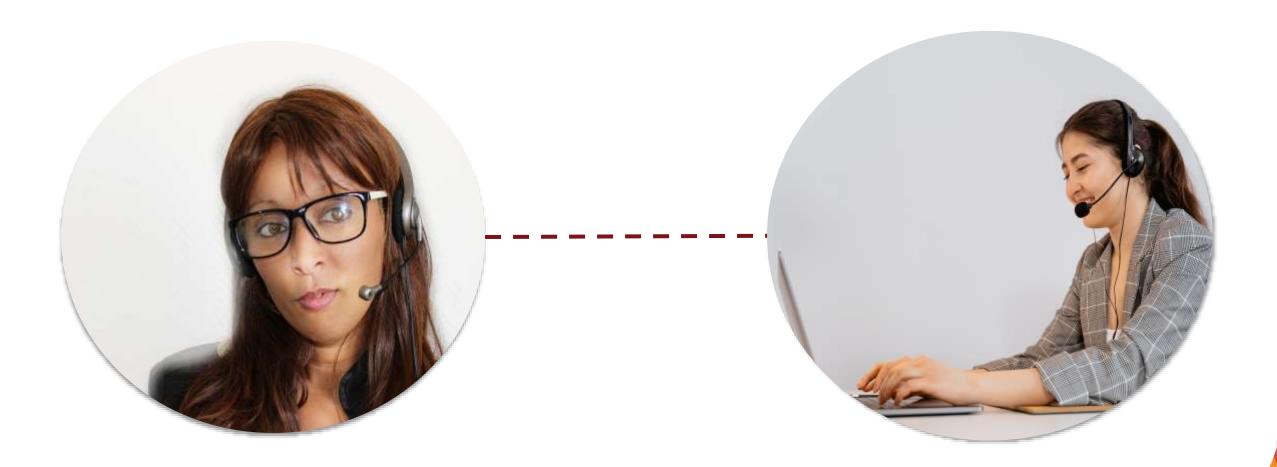
balance

Isolation

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









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

CAI		INTR	E BIN	GO
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







- 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

