

# 10 ways to improve employee experience

Call Centre Helper

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- Why does employee engagement matter?
- Company culture vs team climate
- The why
- What's the answer?

# Why does employee engagement matter?

Employee Engagement (EX) directly impacts business performance and how customers experience a brand.

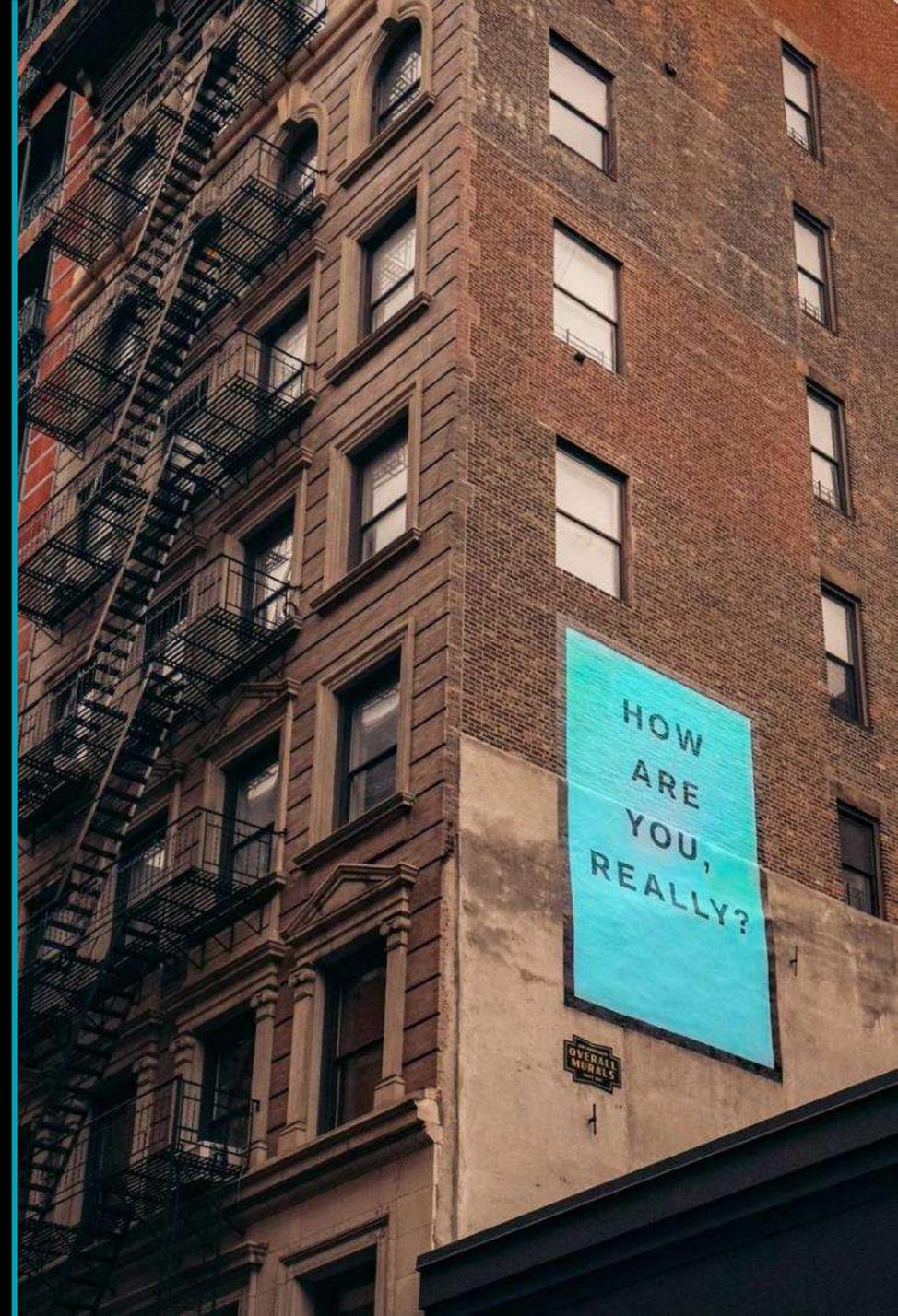
Engagement is not just about a fun workplace with ping pong tables, free food and cool workspaces.

**Research shows that leaders account for 70% of the variance in team engagement – so, getting leadership right is a strategic imperative.**

**IPSOS data suggests that people want opportunities to learn and grow, interesting work that makes a difference, a sense of purpose, and a leader who cares about them as people.**

Bottom line is, employee engagement matters.

To change how engaged people are and how performance is achieved, leaders at all levels must create a team climate where people show up and give their best.



# Team climate eats company culture for breakfast

Engagement and team climate are inextricably linked. People work for teams. Real teams. The team is the reality of their day-to-day experience at work.

Team climate (rather than company culture) is what underpins that experience and it's massively influenced by how your team leader and colleagues 'show up' every day, talk to you, behave towards you, and support you.

Local climate sustains employee enthusiasm, passion, innovation and a desire to do great work and get results.

Leaders who facilitate employee engagement, through creating the right climate, achieve lower turnover and better company performance. Employees are loyal, customers are happier, and companies perform better.

The good news is that changing team climate is easier than transforming culture because it is largely dependent on what leaders do.

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# The stats speak volumes...

**50%**



In a recent survey among 80 of the most advanced users of engagement surveys, only half believe their executives know how to build a culture of engagement. (Deloitte)

**91%**



Of leaders agreed that teams are central to organisational success.

(University of Michigan)

**75%**



Of people cited the #1 reason they leave their job is because of a bad boss.

(Gallup poll of more than 1 million people)

**\$250-  
\$300  
billion**

The price tag per year for disengagement.

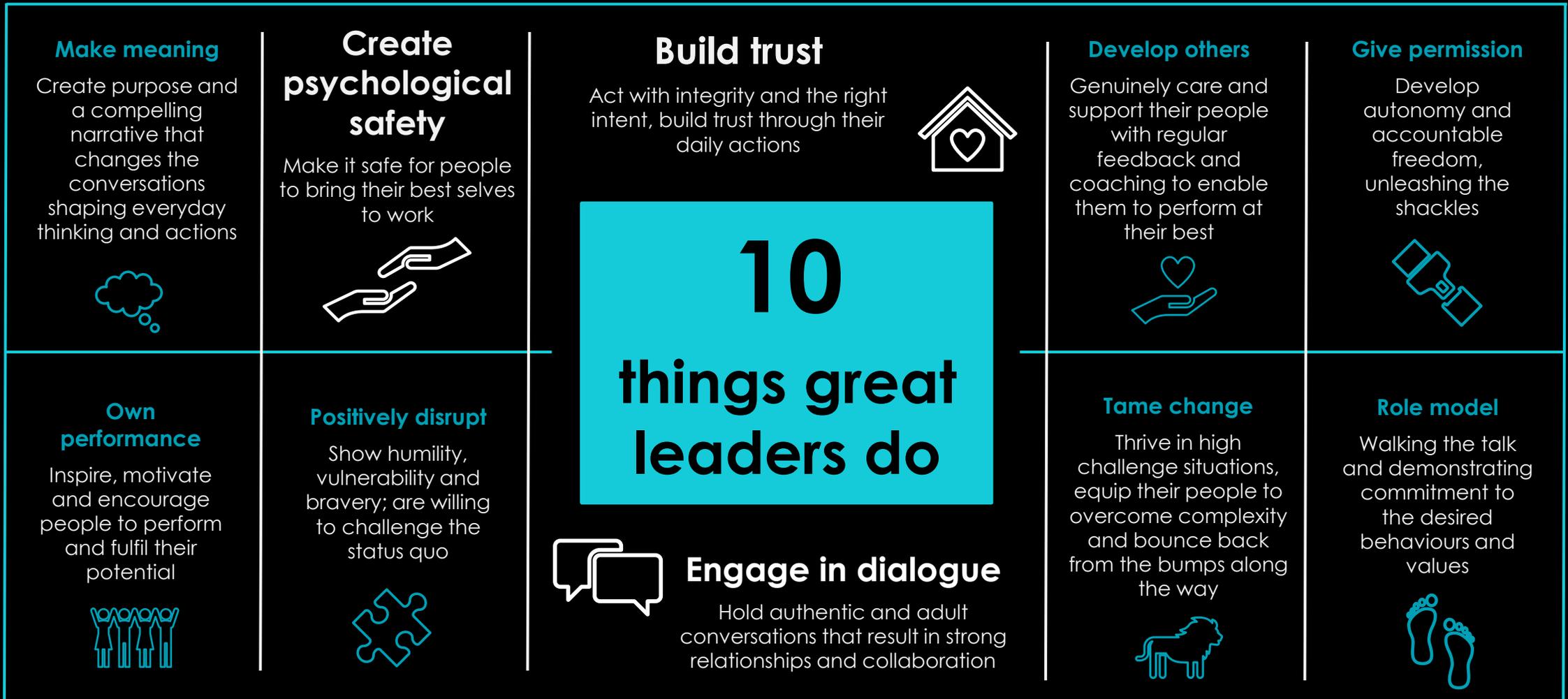
(Gallup)

So what's  
the answer?



SMITH STREET

# What you do makes a difference to employee experience



“

It is team climate that drives engagement, commitment, and effort. It is shaped by what leaders and managers say and do.

”

# Thank you for listening.



Miranda Cain  
Managing Director

