10 ways to improve employee experience

Call Centre Helper



- 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.



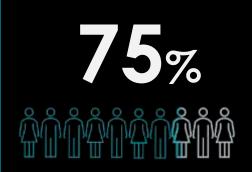
The stats speak volumes...



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)



Of leaders agreed that teams are central to organisational success. (University of Michigan)



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?



What you do makes a difference to employee experience

Make meaning Create purpose and a compelling narrative that changes the conversations shaping everyday thinking and actions	Create psychological safety Make it safe for people to bring their best selves to work	Build trustAct with integrity and the right intent, build trust through their daily actions100	Develop others Genuinely care and support their people with regular feedback and coaching to enable them to perform at their best	Give permission Develop autonomy and accountable freedom, unleashing the shackles
Own performance Inspire, motivate and encourage people to perform and fulfil their potential	Positively disrupt Show humility, vulnerability and bravery; are willing to challenge the status quo	things great leaders doImage: the second	Tame changeThrive in high challenge situations, equip their people to overcome complexity and bounce back from the bumps along the wayImage: Complexity of the second secon	Role model Walking the talk and demonstrating commitment to the desired behaviours and values

- 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











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