

Improving Employee Engagement

Call Centre Helper

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What is Employee Engagement?

- * An emotional commitment the employee has to the organisation and its goals.
- * Better customer satisfaction.
- * Increased sales/profit.
- * Reduced costs/attrition.

21%

highly engaged business units achieve 10% higher customer metrics, 20% higher sales and 21% higher overall profitability.

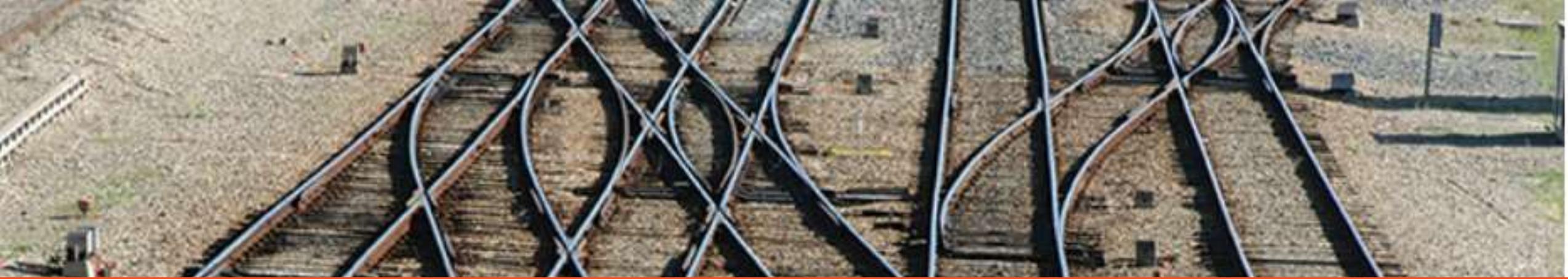
Gallup

86%

now consider employee engagement to be of equal or higher importance.

Gartner





It can be tricky to stay on track.



Fixing the Symptoms...



- * Acting too late
- * Recruiting more.
- * Pseudo engagement.
- * Planning to fail.

Work is changing for frontline colleagues

- * Handle more complex issues as automation removes simple tasks.
- * Handle wider range of conversations;
 - multi-skilled, multi-channel & multi-outcome.
 - Focus on empathy.
- * Balance process compliance while delivering great service.
- * Subject to increased direct & indirect customer feedback.

Rethink the Challenge!



Employee
Engagement
needs to be
consistent

Important to me

My Work

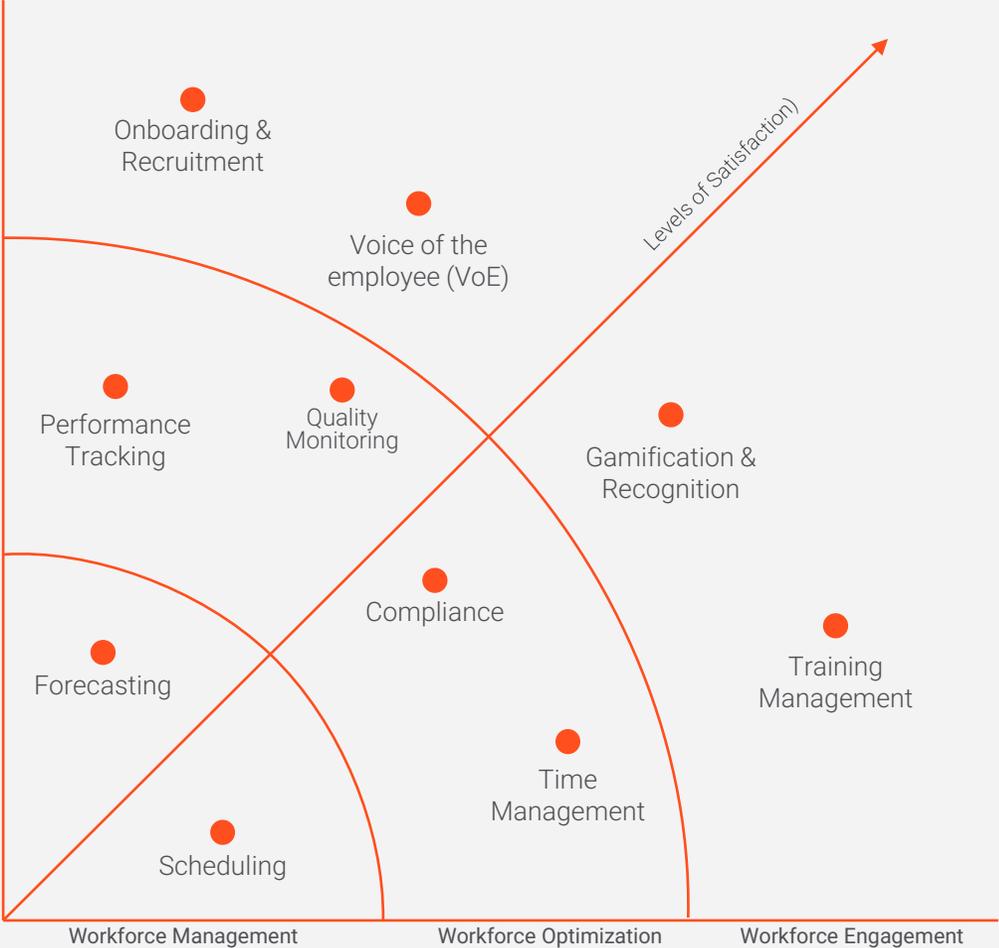
Important to MY employer

The changing face of Workforce Solutions

Workforce Engagement
Empathy

Workforce Optimisation
Effectiveness

Workforce Management
Efficiency



Employee Performance and Gamification



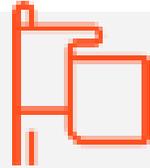
Coach

Coach employees for higher performance. Either in person, remotely or through self guidance.

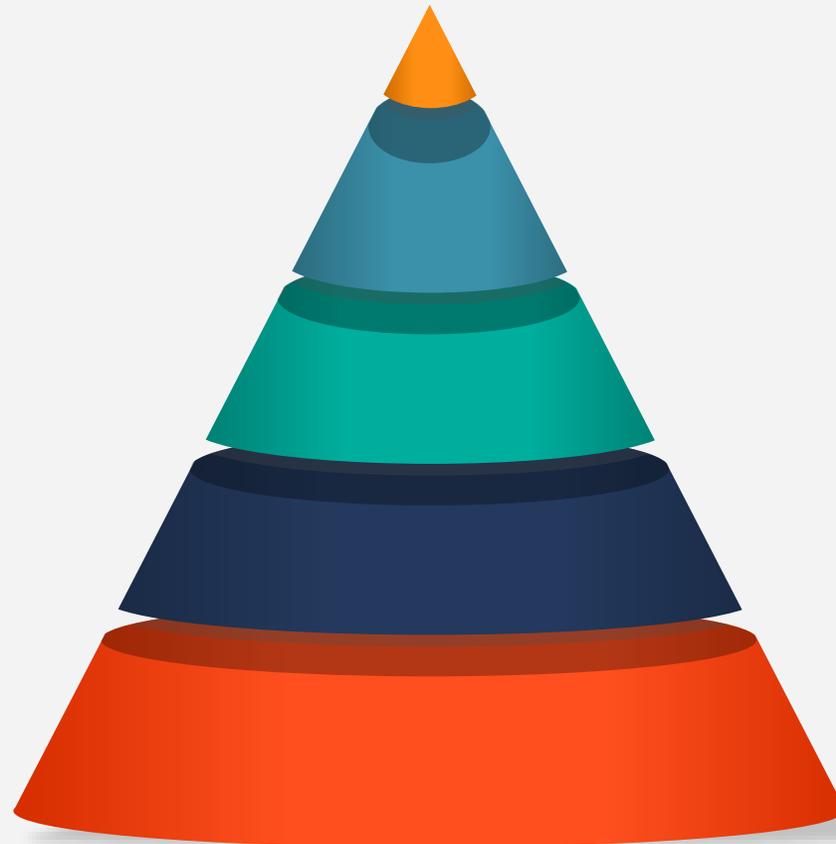


Performance

Manage and track performance across Key Performance Indicators.



Gamify and reward performance achievement and link to rewards both on and off the job.



Personalised

Provide personalised development paths aligned to core role and profile outcomes.



Development

Develop, Train and Assess knowledge as it is delivered through development plans.

Schedule Flexibility



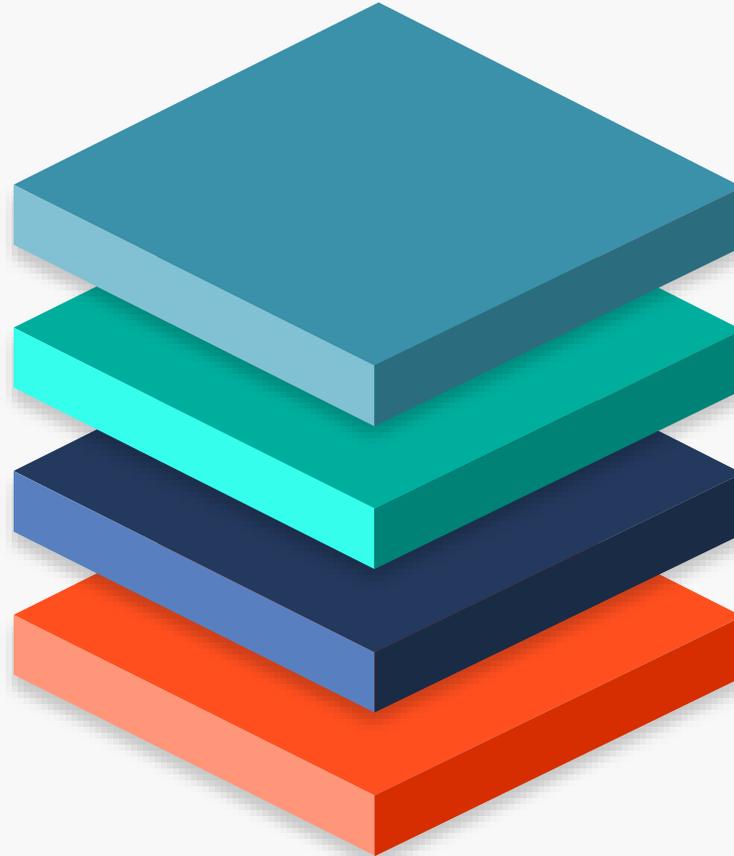
What days per week

Indicate what are days at work and days off.



Start times

When will the shift start and stop and length of shift.



Shift Events

Breaks, Lunches and other activities could be flexible.



Covers demand

Flexible schedules still work for the company and customers.

Employers win too!



The sense of respect, community and belonging that an employee has towards their leader and the organization

The understanding of the expectations, alignment and commitment of the employees towards the strategic goals of the organization

The support, development and growth opportunities that an employee receive from the organization

Let's Rethink The Challenge

Employee Engagement

Sense of Belonging and Alignment and emotionally connected to the company and its goals.

Technology can be enabler

Colleagues are empowered, autonomy for self-development and enjoy better work/life balance.

Happy Employees = Happy customers



Increased customer satisfaction, increased profits and reduced costs.

Thanks 😊



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