

The background features a light blue-grey color with a pattern of stylized human figures in various poses, some appearing to be in motion. Overlaid on this are several realistic-looking water droplets of various sizes, some with highlights and shadows, giving a sense of freshness and movement.

ENGAGING YOUR TEAM

WHAT CAN YOU DO TO MAKE A DIFFERENCE TO THE SERVICE YOU
DELIVER?

HOW DO YOU ENGAGED YOUR TEAM IN FCR ?

HOW OFTEN DO YOU DISCUSS FCR/CUSTOMER METRICS IN YOUR TEAMS ?

DO YOU SHARE POSITIVE FEEDBACK ?

DO YOU TALK ABOUT BEST PRACTICE AND SHARE EXAMPLES?

DOES THE TEAM UNDERSTAND ITS ROLE IN IMPROVING SERVICE?

DO YOU ENGAGE OTHER AREAS OF THE BUSINESS IN YOUR MEETINGS?

CREATE A BLOG/ PODCAST ON THESE SESSIONS FOR ANY OF THE TEAM THAT ARE ABSENT

WHO COULD YOU INVOLVE IN YOUR MEETINGS ?

CUSTOMER EXPERIENCE
TEAM – BRING SOME
INSIGHT INTO YOUR
CUSTOMERS

FINANCE/INSIGHT TEAM
- UNDERSTANDING THE
COST OF SERVICE?

SENIOR LEADERSHIP
TEAM – EXPLAINING THE
TEAMS ROLE IN
DELIVERING CUSTOMER
STRATEGY

CUSTOMERS – PLAY
FEEDBACK AND DISCUSS

QUALITY/COMPLIANCE
– GIVE REQUIREMENTS
AND WHAT THIS MEANS
TO HOW YOU PROVIDE
SERVICE?

RECORD THESE
SESSIONS IF POSSIBLE
SO YOU CAN SHARE
WITH OTHER TEAMS

COMPLAINTS TEAM –
WHAT COMPLAINTS ARE
MOST COMMON IN
OUR TEAM

SESSIONS YOU COULD RUN WITH YOUR TEAM



CUSTOMER JOURNEY SESSION



METRIC SESSION



WHAT CONTACT CAUSES THE MOST FEEDBACK (POSITIVE /NEGATIVE)



CUSTOMERS – PLAY FEEDBACK AND DISCUSS



QUALITY/COMPLIANCE – GIVE REQUIREMENTS AND WHAT THIS MEANS TO HOW YOU PROVIDE SERVICE?



COMPETITOR SESSIONS – LESSONS LEARNT

ENCOURAGE DEBATE AND OWNERSHIP

WHAT MAKES SERVICE
HARDWORK?

HOW DO YOU MAKE
SURE YOU DELIVER
CUSTOMER
EXPECTATIONS?

WHAT ONE THING
COULD WE CHANGE
THAT WOULD MAKE A
DIFFERENCE ?

THERE ARE NO WRONG
OR RIGHT ANSWERS BUT
THE DISCUSSION WILL
GENERATE PASSION,
ENGAGEMENT AND
UNDERSTANDING

COACH EACH OTHER AND
GIVE FEEDBACK

AGREE ACTIONS AND CELEBRATE SUCCESS



CREATE A CLEAR ACTION
PLAN – TEAM CHOICE



SUPPORT THE TEAM IN
MAKING THEIR OWN
DECISIONS



GIVE EXAMPLES THAT
SHOW APPROACH AND
GAIN AGREEMENT FROM
THE TEAM



ONE THING AT A TIME –
QUICK WINS FIRST



CELEBRATE SUCCESSES –
BE SPECIFIC ABOUT
WHAT WINS YOU HAVE
DEMONSTRATED



CREATE A TEAM PAGE OF
SUCCESSES AND
EXAMPLES

TOP TIPS FOR SUCCESS

GIVE	CLARITY TO THE TEAM ON THEIR ROLE IN FCR
ENGAGE	ALL AREAS OF THE BUSINESS IN SHARING THEIR PERSPECTIVE ON CUSTOMERS
UNDERSTAND	THE METRICS AND EXPLAIN THE WHY TO THE TEAM
SUPPORT	THE TEAM IN MAKING DECISIONS ABOUT ACTIONS TO PUSH FORWARD
DAILY	ENGAGE – SUPPORT – CELEBRATE