

Optimising Workforce Management

Dan Smitley



Forecasting —————



- Improve your forecasting by building better relationships... with people not just data
- Forecast and review... everything

Scheduling →

08.00
09.00
10.00
11.00
12.00
13.00
14.00
15.00
16.00
17.00
18.00
19.00

- Use pulse surveys to see what your frontline needs in this season
- Remove scheduling restrictions and see what your frontline comes up with

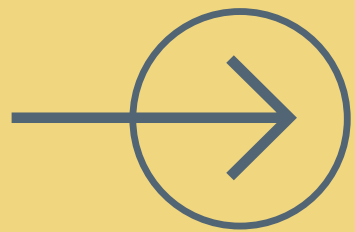


Look to support first
- ‘How can I help?’

Catch them doing
good

Monitor for burnout

Real-time
monitoring



Leadership

- Develop your team for their next role - not just their current one.
- Don't just manage your team - manage your boss as well
- Remember, you're leading by example - even when you don't want to

Let's connect!

How can I help?

Monday - Friday posts about WFM, contact centers, and Will Ferrell gifs.



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