

Motivation, Burnout Prevention & Retention

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Presented to:

Northern California
Contact Center
Association



Developing the 21st
century workforce™

June 23, 2009

Who we are:

- AchieveGlobal is a trusted resource for strategic performance improvement solutions. Our core areas of expertise are customer loyalty, leadership development and sales effectiveness.
- We have more than 40 years of experience working with clients on a local and a global basis.
- We are among the most recognized and respected brands in the performance improvement space today. We conduct primary research to ensure that our solutions are contemporary and to ensure that they drive the outcomes that businesses need today.
- Formerly known as KASET International, Zenger Miller and Learning International.



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The Reality...

- 23% of workers in the USA expect to leave their job within 1 year
- The number of employees exhibiting high levels of discretionary effort has decreased by 53% since '05.
- High potentials are 10% more likely to leave than the general employee population.
- The top reasons employees leave: Lack of growth and development, lack of respect, lack of adequate compensation
- Research continues to imply a link between employee turnover and lack of effective talent management and leadership.
- Attrition affects critical success factors such as employee morale, community relations, knowledge transfer, quality of production, employee relationships, financial performance of the organization.



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How do you create a *Loyal and Engaged* Workforce?

- Selection and recruitment
- Training and development
- Management support
- Total Compensation
- Growth opportunities



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Selection and Recruiting

- http://www.chally.com/turnover_cost_calculator.htm
- Pre-employment Selection Tools
- Improve selection accuracy by a statistically measureable 20-30%
- Identify critical job success strengths and weaknesses
- Highlight key training/coaching areas to help maximize a candidate's effectiveness
- Identify unique motivators / de-motivators that managers may use to focus a candidate's performance



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Training and Development

Employ the concept of *Internal Customer Service*:

- Many people deal with customers **WITHIN** their own companies. Internal customers are those people who “use” your services and products, who reside in the same company. For example the IT department, and human resources department serve internal needs.

Interpersonal Communication Skills and Organizational Culture:

- Understand impact of *emotions* on behavior.
- Choose how you want your employees to *feel*.
- Design an experience that creates that *feeling*.
- Build an organization that can *deliver that experience*.

Customer Service Skills

Management Development Programs



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Internal Customer Service

Activity: Rate your experience

- Think about your experience as an employee in the past 48 hours
- Brain-storm one-word summary of that experience
- At your table, discuss where the experience would go on a report card



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A

Knocks socks off/DAZZLED

B

Exceed/PLEASSED

C

Meet/SATISFIED

D

Disappoint/UNHAPPY

F

Fail/UPSET



Management Support

“You don’t leave a job; you leave a boss!”

Manager’s play a critical role in the development and retention of their staff. Lower turnover rates are attributed to bosses doing a better job of nurturing staff.

- Build trust
- Recognize employee efforts
- Extend employee talents
- Build high-performance teams
- Offer flexible options
- Make the workplace more fulfilling and energizing
- Do “Stay interviews”



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Total Compensation

Competitive Salary & Benefits
Career Development Strategies

Succession Management
Healthy Work-Life Balance

- The implication is that organizations should focus on improving performance in the short term. The ability to move employee effort levels can realize up to 20% improvement in performance.
1. Increase emphasis on commitment to the organization to stimulate performance
 2. Improve manager's focus and effectiveness at reengaging or managing out the disengaged.
 3. Overinvest in the development of HIPOs' retention drivers and attract key competitors talent.
 4. Focus on rational and emotional commitment



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Talent Audit

- Assess incumbents for job mismatches or realignment opportunities.
- Put the right people in the right jobs.
- Identify critical training needs.
- If new hires aren't performing, identify source of disengagement or skills gaps.



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Thank You



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