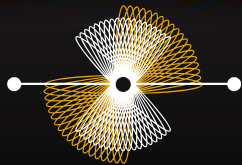


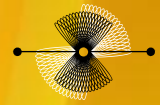
Workforce Empowerment

Managing for Success



INTERACTIVE INTELLIGENCE™

Deliberately Innovative



What is success?

“Favorable or desired outcome; also: the attainment of wealth, favor or eminence”

- *Merriam-webster.com*

“The favorable or prosperous termination of attempts or endeavors”

- *Dictionary.com*

“Success is peace of mind which is a direct result of self satisfaction in knowing you made the effort to become the best of which you are capable”

- *Coach John Wooden*




Who is John Wooden?

- Great man of character
- Legendary basketball player and coach
- First in Hall of Fame as both player and coach
- Named “Greatest Coach of All Time”
 - Ten NCAA championships in 12-year period
 - Seven consecutive NCAA championships
 - Record winning streak of 88 games
 - Four perfect 30-0 seasons
 - “NCAA Coach of the Year” in 1964, 1967, 1969-73
 - Received “Sportsman of the Year” award from Sports Illustrated in 1972



How did he do it?





THE ART OF
8UCCESS

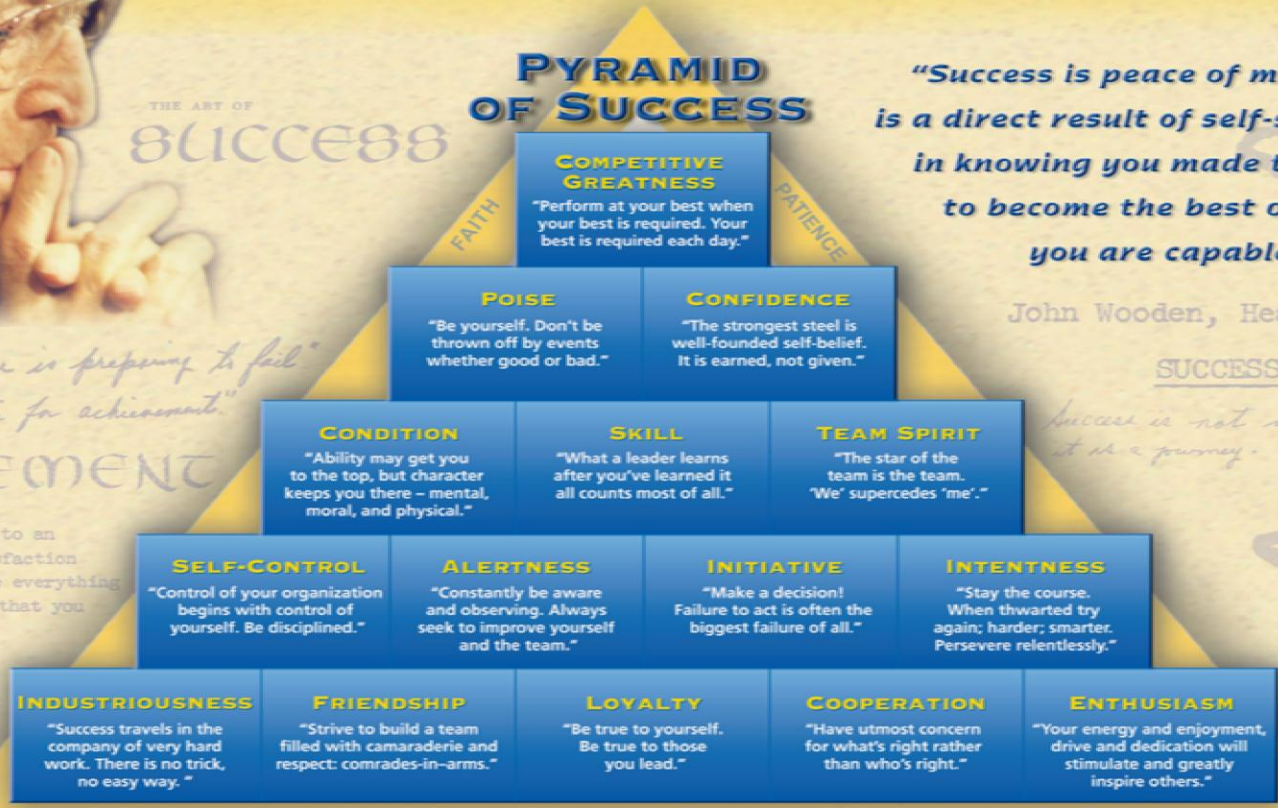
*Failure to prepare is preparing to fail.
Don't mistake activity for achievement.*

ACHIEVEMENT

True success comes only to an individual by self-satisfaction in knowing that you gave everything to become the very best that you are capable of.

WOODEN ON LEADERSHIP™

PYRAMID OF SUCCESS



"Success is peace of mind which is a direct result of self-satisfaction in knowing you made the effort to become the best of which you are capable."

John Wooden, Head Coach

SUCCESS

Success is not a destination, it is a journey.

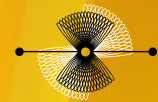
12 LESSONS IN LEADERSHIP

1. Good Values Attract Good People	5. It Takes 10 Hands To Make A Basket	9. Make Greatness Attainable By All
2. Love Is The Most Powerful Four-Letter Word	6. Little Things Make Big Things Happen	10. Seek Significant Change
3. Call Yourself A Teacher	7. Make Each Day Your Masterpiece	11. Don't Look At The Scoreboard
4. Emotion Is Your Enemy	8. The Carrot Is Mightier Than A Stick	12. Adversity Is Your Asset

www.CoachJohnWooden.com

Don't look at the scoreboard?





Don't throw the stats out!

- Coaches must have stats to:
 - Know where to focus teaching
 - Properly position talent
 - Identify exceptionally poor behavior
 - Recognize exceptionally good behavior
 - Make halftime adjustments





But coaches, make sure...

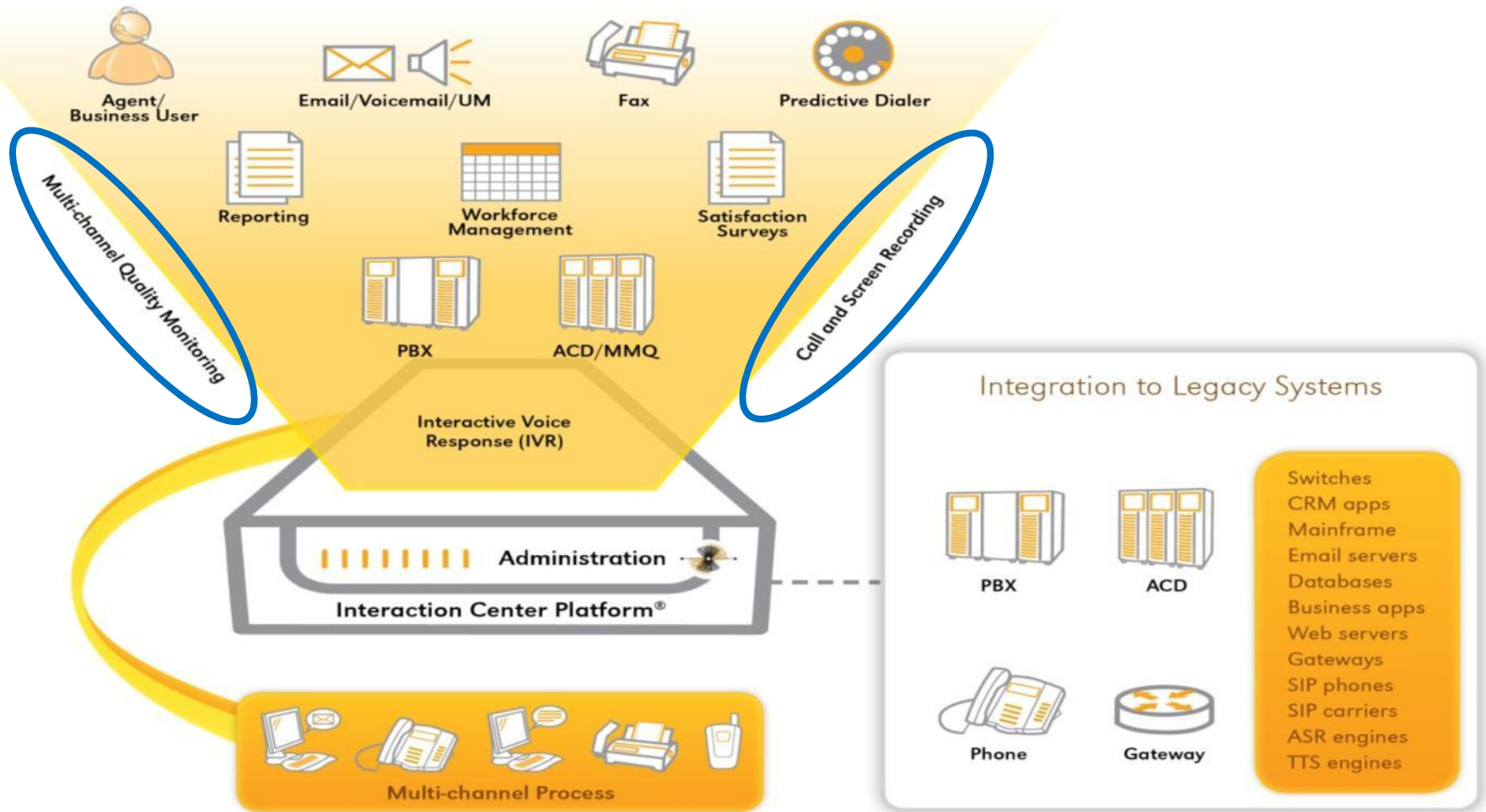
- You hire the right people
- To have the whole picture
- Not to get bogged down in the data
- Subjective scoring is fair and consistent
- Balanced scorecards are shared with agents
- “Coach people, not points”

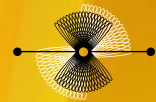
There are great tools to help!

All-in-One Solutions



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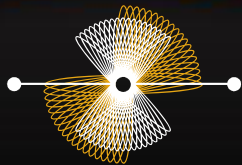




Quality Monitoring Trends

- Widespread adoption
- VoIP prevalence
- 100% call recording
- Speech analytics
- Greater security
- Tighter integration with other applications
- Support for additional channels
- Communications-as-a-Service

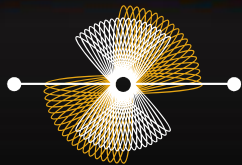
Interaction Recorder Demo



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Thank You!



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