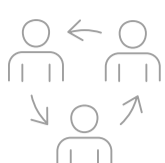


# 6 AREAS THAT IMPACT EMPLOYEE SATISFACTION

AND HOW TO IMPROVE THEM



**People-Centric  
People-Management**



**Employee Development and  
Opportunities for Growth**



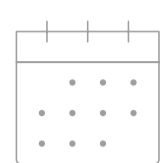
**Enjoyable, Clean and Safe  
Work Environment**



**Health, Wellness and Benefits**



**Recognizing, Celebrating and  
Respecting our People**



**Flexible Scheduling  
and Time Off**

## PEOPLE-CENTRIC PEOPLE-MANAGEMENT

**For us to be considered people-centric we need to think about how our people want to work. What inspires and motivates them to do their best?**

### Leadership Development Culture

How do we help people-managers become more effective leaders? Is there structured development to aid leaders with adaptation in approach, technologies, virtual management, engagement, and strategies?

### Career Paths and Bench Strength

How do we cultivate talent, and make the right investments in soft and hard skills to meet business goals and individual development needs?

### Reward Leadership

How do we reward leaders by investing more in them? How do we evaluate leadership and people management capabilities, so leaders receive on-going feedback to improve? Do we capture moments of "leadership in action"?

### Perfect Practice Makes Perfect

Empower staff to take responsibility and pride in their work product and relationships. Engage them in role-playing desired behavior. Start by demonstrating what "nailing it" sounds like.

### 360 Feedback Loops

Do employees know their feedback matters? Can they submit suggestions and see results? Do they have an opportunity to engage in skip-level sessions and meet with a senior leader?

### GREAT MANAGERS BRIDGE THE GAP.

It takes more than a **20% pay raise** to lure most employees away from a manager who engages them, and next to nothing to poach most disengaged workers.<sup>1</sup>

### BASE PAY? NOT ALWAYS A PROBLEM.

**Zero respondents** in a 2022 INSITE employee engagement survey cited pay or wage in a negative light. **Two** mentioned pay positively when referring to what attracted them to INSITE.<sup>2</sup>



## CHECKLIST FOR AN ENJOYABLE, CLEAN & SAFE WORK ENVIRONMENT

- Sanitized regularly and stocked with cleaning supplies that are available to all
- Designed for comfort in both work and relaxation areas
- Inclusive of places for employees to relax during breaks and/or lunch
- Conducive to both one on ones, and team meetings
- Stocked with the right supplies, both in production and break rooms
- Arranged in the case a private personal conversation needs to take place
- An area we would all want to work in
- Visually representative of what we say is important
- Safe and secure

## HEALTH, WELLNESS AND BENEFITS

*"In 2022, organizations will adopt new employee well-being measures that capture the financial health, mental health and physical health, of their employees to more accurately predict employee performance and retention."*

- HARVARD BUSINESS REVIEW<sup>3</sup>



### Financial

Extends beyond base wage and benefits to education surrounding overall financial management that steers toward lifelong success. Examples are budgeting, investing and debt reduction strategies.



### Physical

Employees' physical health is of the utmost importance. While inclusive of encouraging behaviors in the contact center and education, health and fitness can also include team competitions and events.



### Emotional

Emotional wellness has always been important, but the pandemic has intensified the need for focus. An SHRM survey of 1,099 employees found 55% report often having little interest or pleasure in doing things since COVID-19 began.<sup>4</sup>



### Understand Resources

Include access to commonly overlooked and under-used programs, such as: EAP, healthy-activity related incentives and assistance finding resources

## RECOGNIZE, CELEBRATE & RESPECT OUR PEOPLE

It is important to show employees that they are valued and motivate them to continue to help the company grow and succeed.



### Provide Effective Positive Feedback

Tell people what they do well, tell them why it's important, and encourage them to continue the behavior. Involve the team. Praise in public. Behavior rewarded is behavior repeated.



### Rewards and Recognition

Are there short-term and long-term programs in place to reward performance, improvement, consistency and living company values.



### Respect is Foundational

This is one of the top-three things that jobseekers are looking for in a company.<sup>5</sup> Respect is shown through listening, recognizing others' ideas, providing (and asking for) feedback, demonstrating humbleness and humanity, amongst others.



### Celebrate Improvement and Results

Recognizing top performers is baked into the contact center manager's age-old handbook. Who else is being celebrated? How about an employee who acted on feedback and made a difference in performance? An employee who escalated a customer concern appropriately, leading to resolution?

## FLEXIBLE SCHEDULING AND TIME OFF

Scheduling and time off reflects how a company values work life balance. With sporadic school closures, increased focus on preventative medicine, and mental health considerations, employees are sensitive to time management.

Multiple agents commented about either desiring or dissatisfiers surrounding base schedules, schedule flexibility, and the ability to flex their schedule to WAH.<sup>6</sup>

### Flexible Scheduling

- Are employees permitted to flex their schedules without pre-planning? Could they be?
- Are employees allowed to trade shifts? Does the business ever request they do so?

### Time Off

- How competitive are PTO allowances? Is there a bank for time off, unpaid?
- Are there periods of time in which we require less staff, known in advance?

### Work at Home (WAH)

- Are employees allowed to work at home? If so, when? Can they make the choice?
- Consider rewarding behavior (dependability)? with the ability to flex to WAH occasionally?

[1] Robison, J., & Gandhi, V. (2022, January 18). The 'great resignation' is really the 'great discontent'. Gallup.com. Retrieved January 25, 2022, from <https://www.gallup.com/workplace/351545/great-resignation-really-great-discontent.aspx> [2] Insite Incubator, internal employee engagement survey, January 25th, 2022 [3] Kropp, B., & McRae, E. R. (2022, January 13). 11 trends that will shape work in 2022 and beyond. Harvard Business Review. Retrieved January 25, 2022, from <https://hbr.org/2022/01/11-trends-that-will-shape-work-in-2022-and-beyond> [4] Centers for Disease Control and Prevention. (2021, December 2). Employees: How to cope with job stress and build resilience during the COVID-19 pandemic. Centers for Disease Control and Prevention. Retrieved January 25, 2022, from <https://www.cdc.gov/mentalhealth/stress- coping/employee-job-stress/index.html> [5] Molony, S. (2022, January 11). 15 actionable employee retention strategies you can use [2022 update]. Zoomshift. Retrieved January 26, 2022, from <https://www.zoomshift.com/blog/employee-retention-strategies/>

If you would like to learn more, contact us at [connect@callinsite.com](mailto:connect@callinsite.com)

insite