



# Clever Ways to Transform Your Contact Centre



The image features three vintage payphones mounted on a wall with vertically striped wallpaper. A semi-transparent teal horizontal band is overlaid across the middle of the image, containing the text 'Contact Centre Life' in a white, hand-drawn, chalk-like font. The payphones are arranged in a row, each with a coin slot at the top and a handset on the left. The central payphone has a sign that reads 'LOCAL CALL 10¢' and 'LONG DISTANCE 15¢'. The wallpaper has a repeating pattern of vertical lines with a small floral or leaf-like motif between them.

# Contact Centre Life



**Stressful**



**Repetitive**



**Strict**



**High Turnover**



**Shift Work**



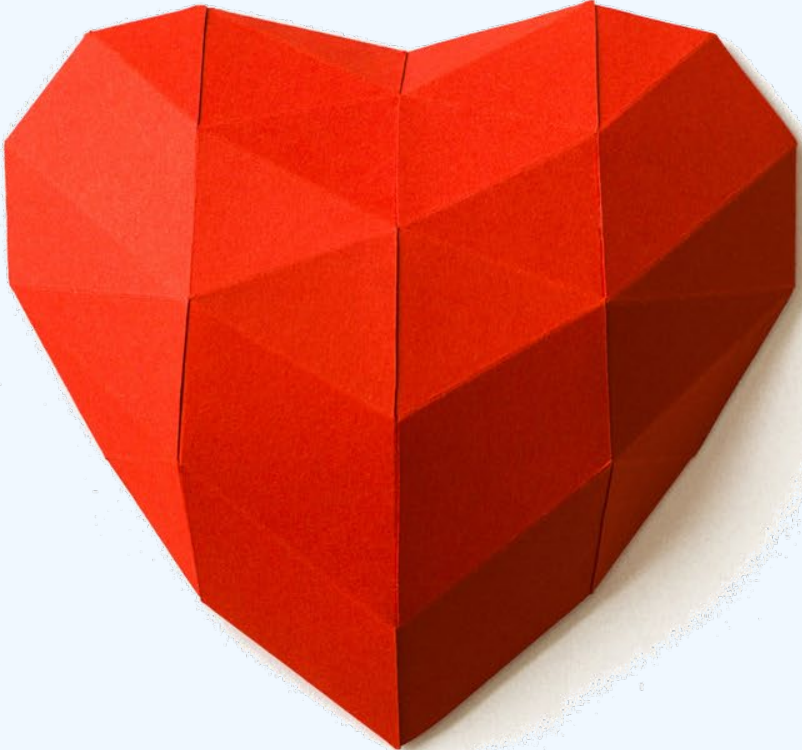
**No Reward**



**No Autonomy**



**Perception**





**Boost morale and satisfaction**



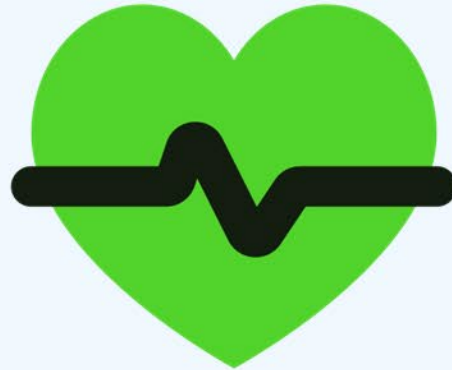
**Improve staff retention**



**Enhance productivity and efficiency**



**Creates cultures of learning and improvement**



**Support overall wellbeing**



**Increases CSAT**



**Environment**



**Recognition**



**Training &  
Development**



# Environment

**Gamification - turn work into fun!**

**Themed days**

**Music**

**Sweets and treats**

**WFH - be flexible and inclusive**

**FOOD!!!**

**Incentives and spot prizes**

**Quizzes and energisers**

**Wellness initiatives**

**Get the teams involved - not just  
the managers**



A silver trophy cup with two handles, sitting on a dark, tiered pedestal. The background is a vibrant blue with out-of-focus white light spots (bokeh). A semi-transparent teal horizontal band is overlaid across the middle of the image, containing the word "Recognition" in a white, hand-drawn, sketchy font.

Recognition

**Gamification - leaderboards**

**Weekly huddles and briefings**

**360 feedback**

**Suggestion boxes and  
You Said We Did**

**Wall of Heroes - tactile and  
visible**

**Peer to peer recognition - awards**

**Discreet written and verbal  
positive feedback**

**Milestones, birthdays, events**

**Achieving of personal goals**

**Herzberg - Motivational Factors**



## **Advancement**

Opportunities for promotion or higher status

## **The Work Itself**

Actual work, daily tasks, and doing what you do

## **Achievement**

Fulfilment in having done a good job and achieving targets

## **Responsibility**

Being empowered to make own decisions, being given extra projects etc.

## **Growth**

Opportunities for personal development and learning

## **Recognition**

Being given praise and rewards when goals are achieved

## **Salary**

Wages and bonuses



# Training & Development

**Induction and onboarding**

**Regular updates on changes**

**Use customer feedback for training**

**Recognition for development**

**Continuous improvement**

**Blended learning**

**Make a commitment to learning**

**Motivation and personalised learning journey**

**Learning as part of the culture**

**Make learning FUN!!!**

**Create a  
customer centric  
culture.**

