

Train & Retain

The Secrets to Happy People

Jessica Lees

CQUniversity Australia



How do we keep staff engaged?

- Challenge
- Empower
- Reward
- Valued



What can go wrong?

Call centre average turnover rates of 30%

Disregard for potential of staff.

Lack of strategic vision, and how it adds-value to the organisation.

Management as an enforcer rather than a coach

New Technology viewed as the only way to improve productivity



Congratulations on finishing your first week. You're now our longest serving employee.



Staff Training

Harness the potential of the individual and to grow the power of the team

- Emotional Intelligence
- Leadership skills
- Coaching and Mentoring skills
- Organisational Skills
- Systems Updates



Motivation

Making a difference in the big picture



Encourage innovation and creative problem solving

Allow autonomy

Share the positive impacts of your team's efforts on the wider organisation.



Recognition

KPI's are largely on the team and not on individuals.

Gamification in the workplace builds team culture.

Celebrate the small and the big successes





Stay connected
with remote staff

Communication

Social and Official

Regular Meetings

Newsletters / Emails

Open Door communication

Inter-team communication



Have Some Fun!

- Banish boredom
- Get social
- Inspire
- Communicate
- Reduce conflict
- Relieve stress

