# Train & Retain

The Secrets to Happy People

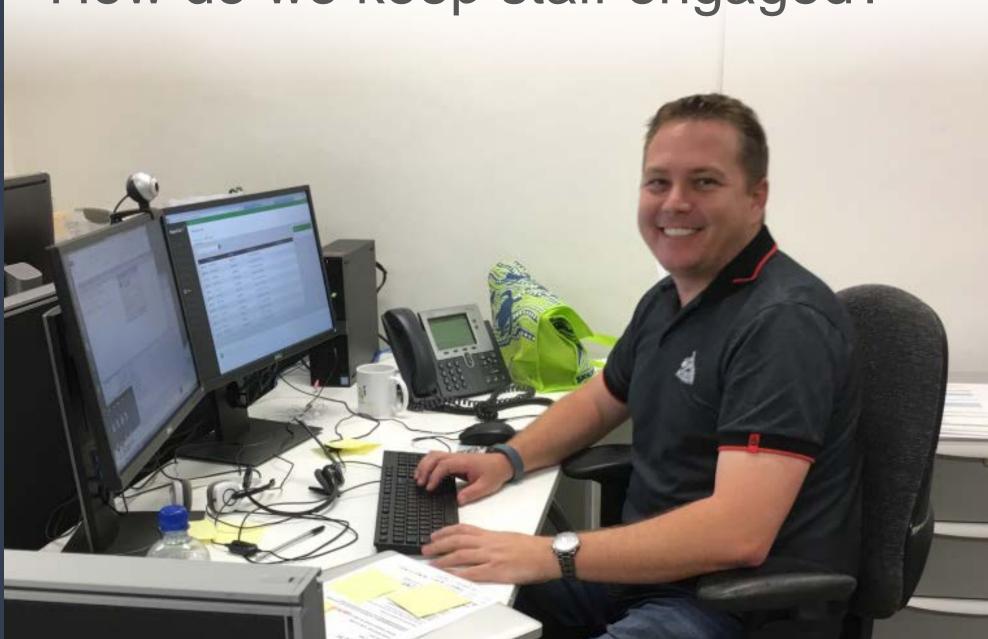
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## How do we keep staff engaged?

- 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





### 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



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



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

