Strategizing for the Optimal Employee Experience
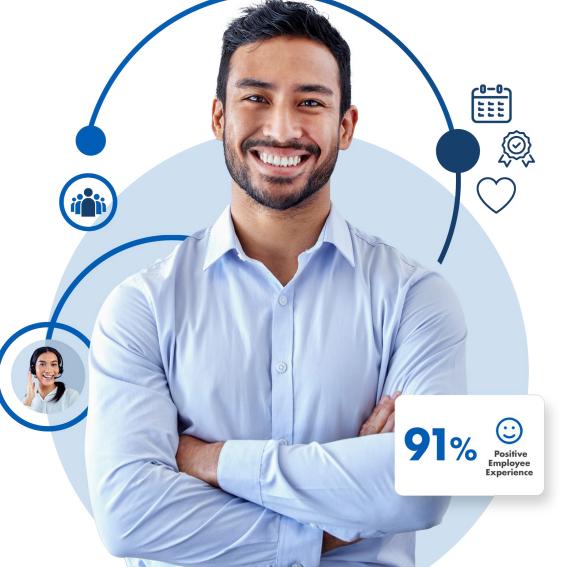
A Guide to Cultivating Employee Satisfaction Across Your Organizational Structure

91% Positive Employee Experience

insite®

INTRODUCTION

At a time when the workplace is constantly evolving and competition for top talent is fierce, there's only one thing that hasn't changed: the necessity of delivering an outstanding employee experience. To remain competitive in your industry, it is more critical than ever to cultivate employee satisfaction by visibly and reliably demonstrating that your organization has stake in their professional and personal lives. Every company promises a supportive culture, outstanding benefits, growth, and engagement, but do they deliver?

Use this guide to develop a world-class employee experience [that prioritizes]:

- Employee recognition and appreciation programs to improve employee satisfaction and retention

- Establish a positive and engaging workplace culture that anticipates employee needs, provides access to solutions and support to advance employee loyalty

- People-centric management that inspires and motivates, driving employee growth and development

- An optimal working environment to foster productivity and an exceptional customer experience

- Holistic wellness benefits to improve retention and acquisition of top talent

- Flexible scheduling initiatives to reduce absenteeism and tardiness and increase employee satisfaction

PEOPLE CENTRIC
PEOPLE MANAGEMENT

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?

Equipping your supervisors with resources, such as our Coaching Tool, is an excellent way to start establishing a positive coaching culture.

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?

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?

Coaching Culture

A comprehensive coaching toolkit is necessary for ensuring that areas of strength are praised, improvement opportunities are identified and collaboratively solutioned. Creating a schedule of regular check-ins between employees and their direct supervisors creates opportunity to check progress on project and performance goals with a frequency that guarantees performance advancement remains on track.

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
(i.e., comfortable, ergonomic workstations, natural lighting)

☐ 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 such a way that private or sensitive conversations can
occur with confidentiality, in a safe space

☐ Visually representative of what we say is important
  • Company values are on display
  • Visible employee recognition

☐ Safe and secure

HEALTH, WELLNESS AND BENEFITS

—

" *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

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.

Understand Resources

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

Rewards and Recognition

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

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?

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.

Employee Appreciation

You don't need a special occasion to express gratitude for a job well done and promote greater workplace culture. Practices and traditions such as employee appreciation events create a positive employee experience, show your team the effects of their outstanding work, and drive motivation, performance, and operational success.

RECOGNIZE AND CELEBRATE YOUR PEOPLE

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

MEMORABLE ACTS & EVENTS
TO SHOW YOUR EMPLOYEES THE APPRECIATION THEY DESERVE

Whether your employees are in-office, hybrid, or remote, our recommended programs for memorable employee appreciation events are guaranteed to bring meaningful recognition and excitement to your workplace.

Organizational Value Awards

Identify individuals that have exemplified one of your core values. Allow for supervisor and peer nominations and present awards with a detailed description of why you're honoring the employee.

Metrics Performance Raffle

Compile a list of your critical metrics and identify which employees met or exceeded these metrics over the last week. For every instance of achievement, the employee receives one raffle ticket toward a prize, such as an extra day of PTO, a special parking spot or scheduling preference priority for the next pay period.

Entertainment Dens

Set up a popular TV show, movie, or video gaming system in a conference or break room, provide treats, and let your employees kick back for some entertaining down time while on break.

KMS Scavenger Hunt

Create a scavenger hunt that takes employees on an adventure through your KMS answering questions related to your organization. Offer prizes to those who complete the game. This creates an opportunity to test platform navigability and KMS training program efficiency.

Snack & Beverage Bar

Fill a rolling cart with various snacks and beverages and make rounds throughout the day to refresh your employees at their stations. Be sure to restock as needed so later shifts can still participate.

Peer-to-Peer Kudos

Remember the power of peer-to-peer recognition. Use a public platform or hang kraft paper on the wall to allow employees to give shout-outs to each other or put a ballot box on every desk and invite employees to write notes of gratitude and kind words to their team members.

Start the Day Off With Swag

Surprise your employees by putting a special gift on every desk and include a handwritten note of appreciation. Put them out at close of business so your employees are greeted with an expression of your gratitude the moment they arrive to work.

Pet Therapy

Collaborate with a local animal shelter to schedule a visit from a pet therapy provider. Dogs are the obvious choice, but pet therapy experts also work with miniature horses, rabbits, and more! It's a small, but impactful way to bring joy into the workplace.

QUICK TIPS FOR
IMPACTFUL EMPLOYEE APPRECIATION INITIATIVES

Ensure participation from the executive leadership team

This kind of presence and engagement speaks volumes. Additional impact can be made by inviting your executives to serve as laborers to run some of these programs. Depending on your programs, leadership can participate in various ways, such as; serving food, visibly setting up activities and attending to interact with all levels of the organization, hand-delivering swag or treats to employees' desks, and cleaning up after the events.

Deliver an equally valuable experience to your remote team

Whichever programs you choose, have plans to deliver an equally valuable experience to your remote team. Many programs translate to remote employees, but some still need to. Have a Plan B to recognize and appreciate your remote team members.

Create equal opportunity for all shifts and levels of employment

Plan the events so that every shift has equal opportunity for participation, recognition, and enjoyment. Make sure that any activities celebrating performance provide an opportunity for recognition of lower performers. Create this opportunity by celebrating behavioral achievements, such as attendance, positive cultural contributions or abilities, or efficient after-call work performance.

Remember to take photos

Take photos and make them accessible to employees by creating a photo wall or a digital photo album. This is a great way to document and demonstrate your culture for online brand recognition and recruitment efforts.

FLEXIBLE SCHEDULING
THE NEW NORM

With a global employee demand for flexible scheduling, the modernized schedule model has become less of a daydream and more of a reality. Flexible scheduling has made possible the realization of numerous employee satisfaction metrics. Learn more about the different types of flexible scheduling initiatives.

Use our Flexible Scheduling Due Diligence and Compatibility Guide to determine your capacity for adopting the "new norm" in shift scheduling and employee experience.

Flex-Time

Employees determine their own schedules, within established limits, to reach a standard number of hours or to accomplish target output.

Shift Bid

Shifts are made openly available on a rolling basis, allowing employees to "bid" for their desired shifts with final schedules depending upon factors such as seniority or performance merit.

Split Shifts

Employees work two separate daily runs with an extended mid-shift break.

Remote Work

Employees work from their home environment within hours based on your need.

Shift Work

Scheduled hours outside of the traditional 9a-5p workday (ex: overnight shift).

Work Sharing

Assigning the duties of one full-time position to 2+ part-time employees to reduce need for layoffs.

Compressed Workweek

Employees work the same number of weekly hours over fewer days (ex: four 10-hour shifts).

Descending Shift Schedule

A full-time schedule where day one of the workweek is the longest shift, with each following day descending in hour-count.

Part-Time Schedule

Any scheduling framework that keeps working hours under full-time hours on a regular basis.

Hybrid Work

Providing employees with the freedom to determine when to work in-office and when to work remotely.

Annualized Hours

Employees work towards target outputs within a total and highly flexible number of working hours per year.

Commissioned Outcomes

Employees have no fixed working schedule, only a target output to work towards.

INSITE CLIENT SUCCESS STORY
CUSTOMIZABLE EMPLOYEE ENGAGEMENT SOLUTION CULTIVATES EXCEPTIONAL EMPLOYEE & CUSTOMER EXPERIENCE, EXCEEDING KPI GOALS

Our client, an industry-leading plumbing fixtures company, identified their primary outsourcer's triple-digit annualized attrition and their inability to reach metrics as the cause of rapidly declining customer satisfaction. The customer experience suffered from poor quality assurance, lack of first-call resolution, excessive transfer rate, and the need to make multiple callbacks in order to reach a customer resolution.

With attrition rates continuing to rise, our experts decided to go straight to the source to gauge how employee engagement practices were affecting retention. Through interaction with the agents themselves, we discovered that their employee engagement initiatives were few and far between. Of the few programs that did find their footing, most were failing to serve their purpose. Our extensive experience in driving success in contact center environments has taught us that happy employees make for happy customers, so we set out to implement a series of both proprietary and customized solutions to help our client get back on track.

SOLUTIONS & RESULTS

Our experts designed and implemented a series of innovative solutions:

- New hiring profile and pay-scale
- Customized training program
- Culture-building activities
- Modernized and ergonomic technology and furnishings
- Engagement-focused initiatives

The impact on employee and customer experience far exceeded the client's expectations:

99% Customer satisfaction scores
88% Quality assurance score
≤1% New call abandon rate
99% Service level score
91% Positive employee experience rate
20% Improvement to speed to proficiency

30 SEC
Optimized training enabled 99% of customer calls to be answered within 30 seconds.

23%
Attrition rate improved from client's former BPO's triple-digit annualized figure to a rate of 23%.

$512.5K
Engagement programs improved attrition to create enormous new hire training cost savings.

30 DAYS
Achieved service levels and key performance metrics within 30 days of launch and maintained since.

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Contact Us to Connect with One of Our Employee Experience Experts

Insite is an industry-leading business management and performance optimization firm specializing in customized, innovative, and scalable solutions that propel our clients to the forefront of their industries. Our unique and data-backed approaches identify revenue and cost savings opportunities, optimize processes, and enhance the customer and employee experience for rapid, unprecedented, and sustainable results. In short, we provide a clear path to your accelerated success.

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