

3 Surefire Ways to Reduce Absenteeism, Attrition, and Turnover in the Workplace

In the contact center, chronic employee absenteeism makes it difficult to deliver excellent customer experiences (CX) because when employees don't show up for work consistently, it's difficult for contact centers to:

 solve customer problems effectively

 respond to unforeseen issues appropriately

 recruit and retain highly-skilled associates

As a prominent call center leader, it's your duty to create a positive environment that employees love.

Here are 3 ways to fight absenteeism, attrition, and turnover in the workplace.

1 Build Team Camaraderie

The more engaged employees are with what they do and the company they work for, the more it will be reflected in the quantity and quality of their work, and ultimately, the CX. Some great ways for employees to engage with one another and build camaraderie:

team-building exercises

friendly contests

on-site celebrations

off-site outings

community service trips

While it's impossible to speak with every employee, make it a point to connect with team members at different levels of the organization and facilitate opportunities for employees to do the same.



"Did everyone call in sick?"

2 Pay Attention to your Employees' Emotions

Many employers say employees are their most important assets, but few really know how their employees are feeling — or how those feelings correlate to work performance. When employees feel comfortable expressing their feelings at work, they:

are more productive

have greater employer loyalty

learn faster

retain more

and deliver winning CX

That's why it's so important to monitor team moods. Employee surveys, positive and negative feedback loops, and routine one-on-ones can help you keep a pulse on employee emotions.

In addition to the above techniques, leading contact centers use advanced scoring and mapping solutions to summarize what may seem like disconnected fleeting emotions into persistent, long-term employee emotion maps.

Executives then use these emotion maps to gain insight into underlying and emerging issues related to employee work experiences. Then they intervene early to prevent negative occurrences before they become damaging, and/or promote and amplify positive experiences.

77%

of employees say they'd work longer hours for an empathetic employer.

Gallup: 'State of the American Workplace Report'

3 Practice Active Listening with Everyone

Being a great listener means focusing on what the other person is trying to convey – in addition to what was unsaid. Practicing active listening in the workplace helps earn trust and respect from employees because they feel heard, engaged, and understood. Some quick tips to help you listen actively:

make eye contact

don't interrupt

read non-verbal cues

ask clarifying questions

turn off your inner dialogue

be patient

In addition, train your managers to ask open-ended questions such as, "What can I do to help?" This empowers employees to engage in conversations that are solution-driven.

84%

of organizations that prioritize customer experiences report an increase in revenue.

qualtrics.com/blog



Happiness is understanding employee experiences

Forward-looking leaders understand their associates' need to feel valued and engaged to stay motivated to help the company succeed. And by utilizing the right data, technology, and strategies, leaders can create an environment where employees not only work – **but thrive.**



Are you stuck in your CX?

Take this short quiz to find out why, and more importantly, how to fix.

[START QUIZ](#)

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