

WHY EMPLOYEE ENGAGEMENT IS THE KEY TO YOUR CONTACT CENTER IN 2017



Engaged Employees build stronger relationships with customers, helping their company increase sales and profitability.



- **Employee Engagement** •
Employee engagement is defined as the emotional commitment an employee has to the organization and its goals.

A CLOSER LOOK



U.S. Employees

33%

VS

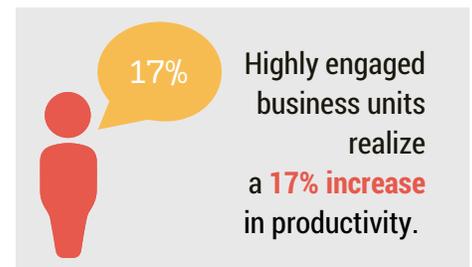
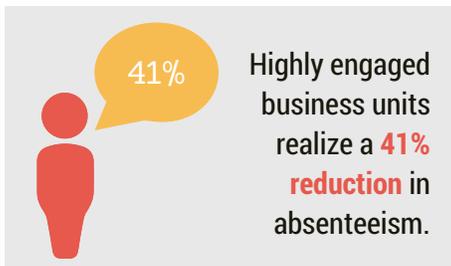
World's Best Organizations

70%

ARE ENGAGED AT WORK

SHOWING UP AND STAYING

Engaged employees make it a point to show up to work and do more work.



Engaged employees also are more likely to stay with their employees.

In high-turnover organizations, highly engaged business units achieve a 24% lower employee turnover

ENGAGED EMPLOYEES TRANSLATES TO:

- ✓ Lower Absenteeism
- ✓ Higher Productivity
- ✓ Shrinkage and Quality
- ✓ Safety

- ✓ Customer Outcomes
- ✓ Increased Profits

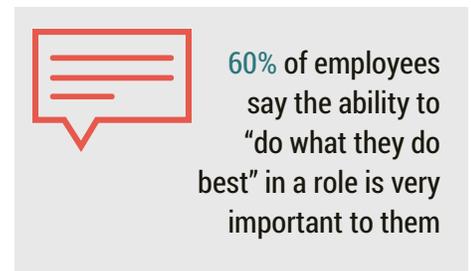
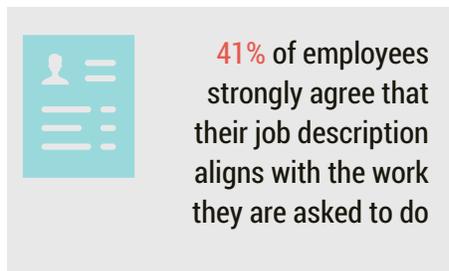
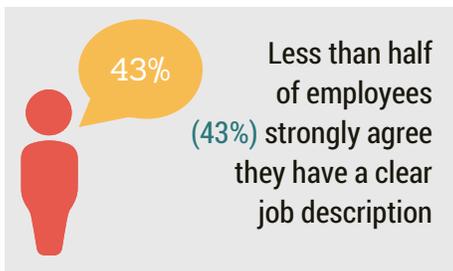
THE ENGAGEMENT CONNECTION

THE KEY TO AN ORGANIZATION'S **GROWTH** HAS BEEN AND ALWAYS WILL BE **WORKFORCE**

Employee engagement starts at attracting and recruiting the right candidate for the right role.

CLEARLY DEFINED JOB DESCRIPTION

Clear expectations are the most basic and fundamental employee need. Employees who strongly agree that their job description aligns with the work they are asked to do are 2.5 times more likely than other employees to be engaged.



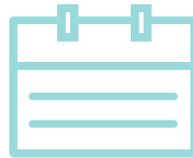
MATCHING THE RIGHT TALENT TO THE RIGHT JOB

1 Talent

2 Skills

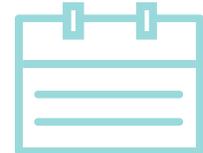
3 Knowledge

"Do what I do best" comes down to matching the right person with the right role and the right culture. Workers want roles and employers that allow them to make the most of their strengths.



4 in 10 employees strongly agree that they have the opportunity to "do what I do best" every day

Increasing that number to 8 in 10 employees, organizations could see an 8% increase in customer engagement scores and a 14% increase in profitability



EFFECTIVE ONBOARDING STRATEGY

Employees want to feel connected to their job and company. Opportunities to build those ties start on day one. The attraction, recruitment, hiring and onboarding stages each affect how a candidate or employee feels about an organization.

Only 12% of employees strongly agree their organization does a great job of onboarding new employees.



Integrated Human Capital, a Texas-based staffing company entering its 15th year of business, specializes in recruiting well-matched and qualified customer service and call center staff. IHC continually recruits and screens candidates for a wide range of jobs in contact centers in numerous industries.

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