V playvox

Retaining Agents with a Mindful Culture: Methods to Improve the Contact Center Experience

Peter J Economou, Ph.D., ABPP

Your Hosts



Emily Gray Success, Playvox

Dr. Peter Economou Ph.D., ABPP

Objectives

- How to recognize stress and build up mental and emotional resilience
- Principles to improve productivity of your contact center staff
- How to integrate wellness and mindful practices into your contact center culture
- Strategies to better manage your day-to-day during these trying times



💎 playvox

Unlock the benefits of a mindfulness practice with simple exercises and meditations.

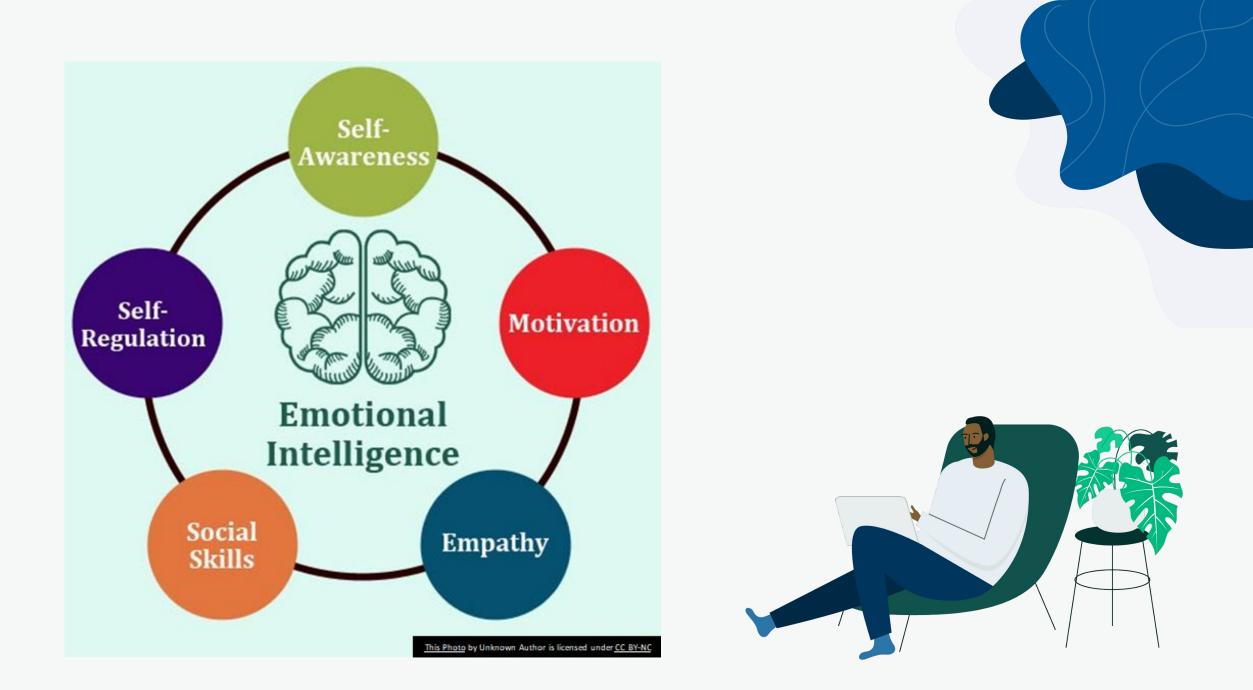
Thank you to our first 200 registrants! You will be receiving complimentary copy of Dr. Pete's book as a token of our appreciation.

ULNESS WORKBODK for Beginners Exercises and Me Stress, Find Joy, and Cultivate Gratitude PETER J. ECONOMOU, PHD









V playvox

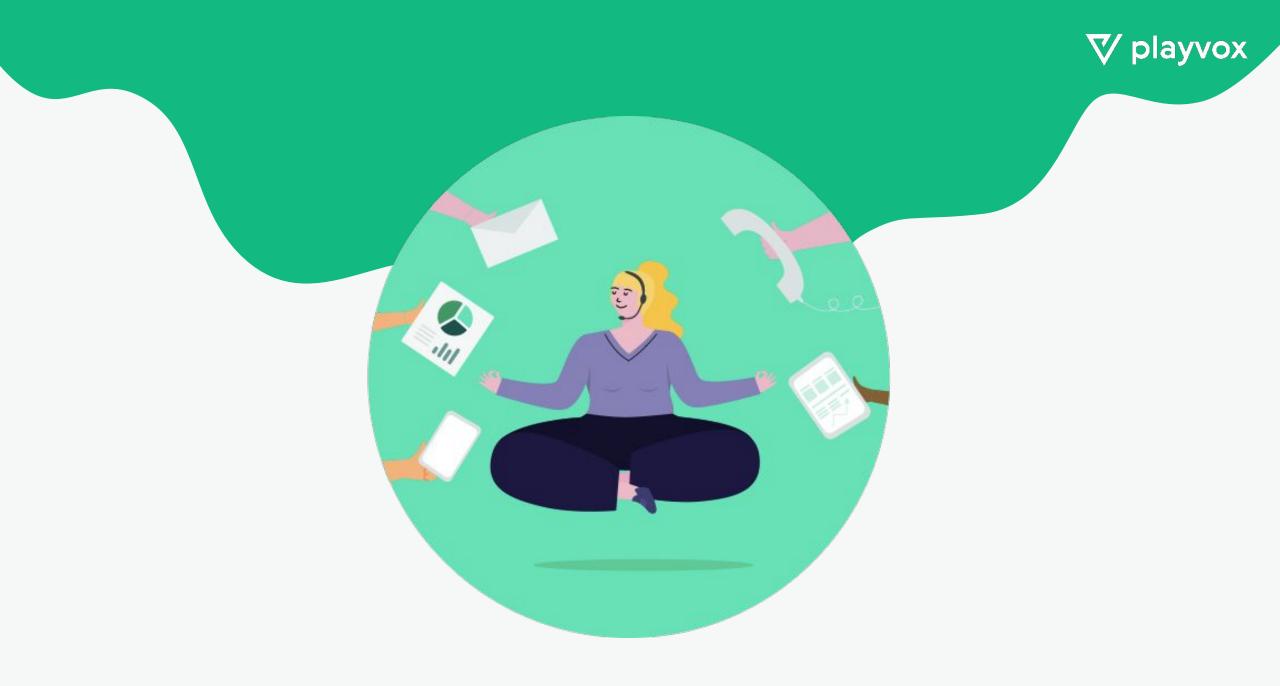
What is stress?

Emotional *intelligence* vs. emotional *resilience*?

▼ playvox

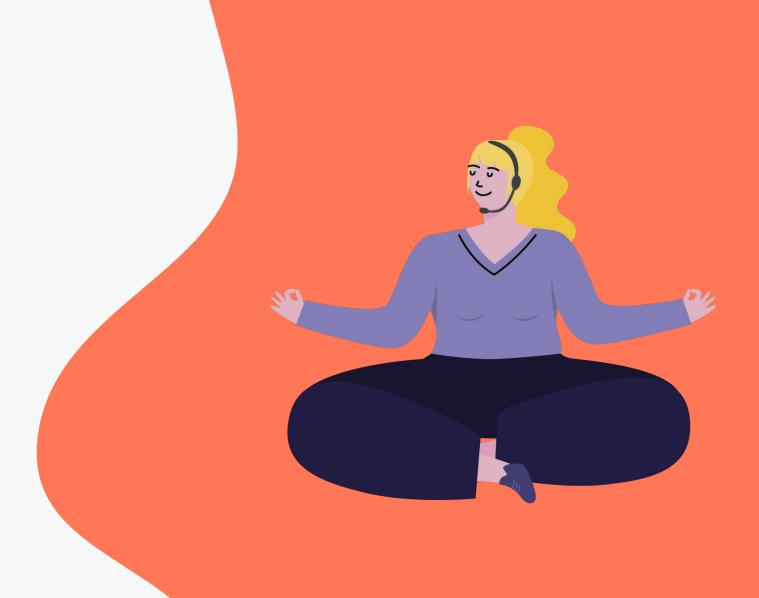


Improve productivity of contact centers



♥ playvox

Mindfulness and wellness in the climate





💎 playvox

Mindful strategies

Ten Steps to Mindfulness Meditation

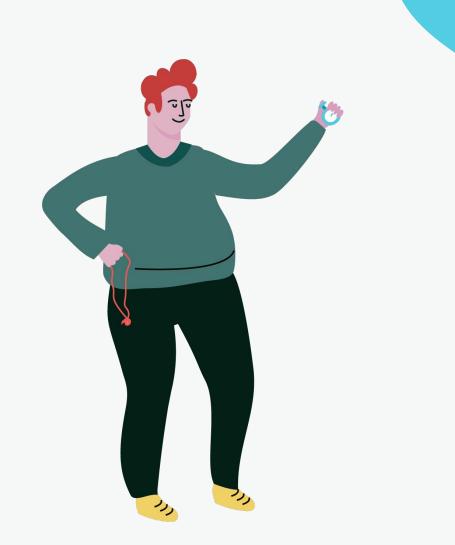
💎 playvox

#1 Create a Space

Choose a regular time each day for mindfulness meditation practice, ideally a quiet place free from distraction.



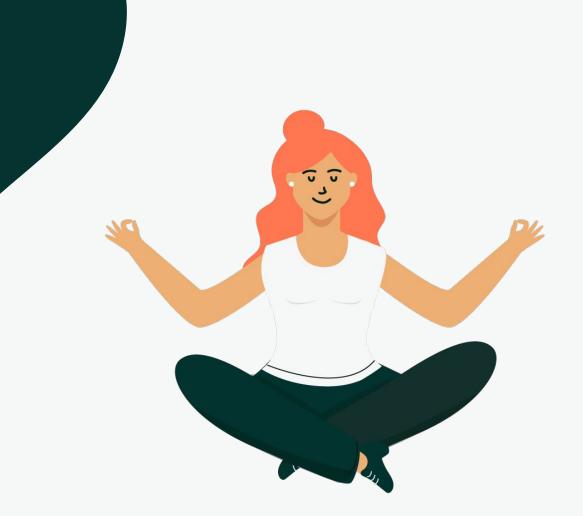




#2 Set a Timer

Start with just 5 minutes and ease your way up to 15-40 minutes. #3 Learn to Sit (Still)

Find a comfortable seated position. Sit cross-legged on the floor, on the grass, or in a chair with your feet flat on the ground.



💎 playvox

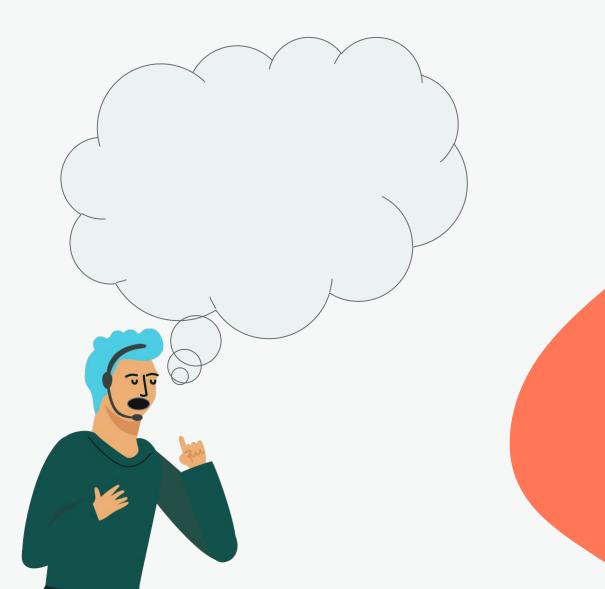
V playvox

#4 Posture is Everything

Sit up straight, hands in a comfortable position. Keep neck long, chin tilted slightly downward, your tongue resting on the roof of your mouth. Relax your shoulders. Close your eyes or gaze downward 5-10 feet in front of you.







#5 Take Deep Breaths

Deep breathing helps settle your body and establish your presence within the space.



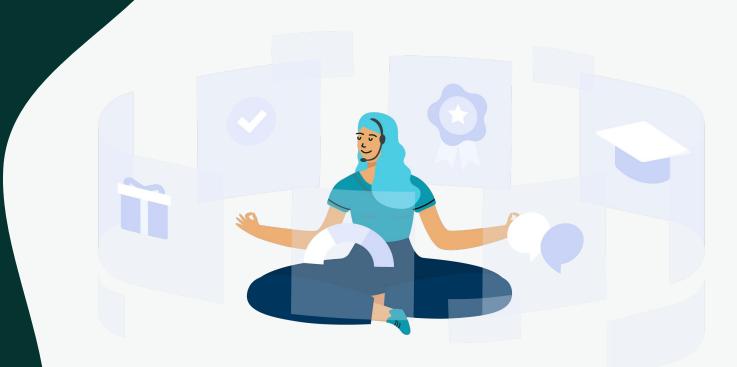
#6 Direct Attention to Breath

Focus on a part of the body where the breath feels prominent: nostrils, back of the throat, or diaphragm. Try not to switch focus.

💎 playvox

#7 Practice Focus

Maintain attention to your breath. As you inhale and exhale, focus on the breath. If attention wanders, return to the breath. Let go of thoughts, feelings, or distractions.





#8 Repeat Over and Over

Repeat steps 6-7 for the duration of the meditation session. The mind will wander. Simply acknowledge this and return to your breath.

🗸 playvox

#9 Self-Compassion

Be kind to yourself. Don't be upset if focus occasionally drifts or if you fall asleep. If you're very tired, meditate with your eyes open and rearrange posture to a more erect (but still relaxed) position.



#10 It Isn't Easy

Prepare for a soft landing. When the timer goes off, keep your eyes closed until you're ready to open them. Be thankful, and acknowledge your practice with gratitude.



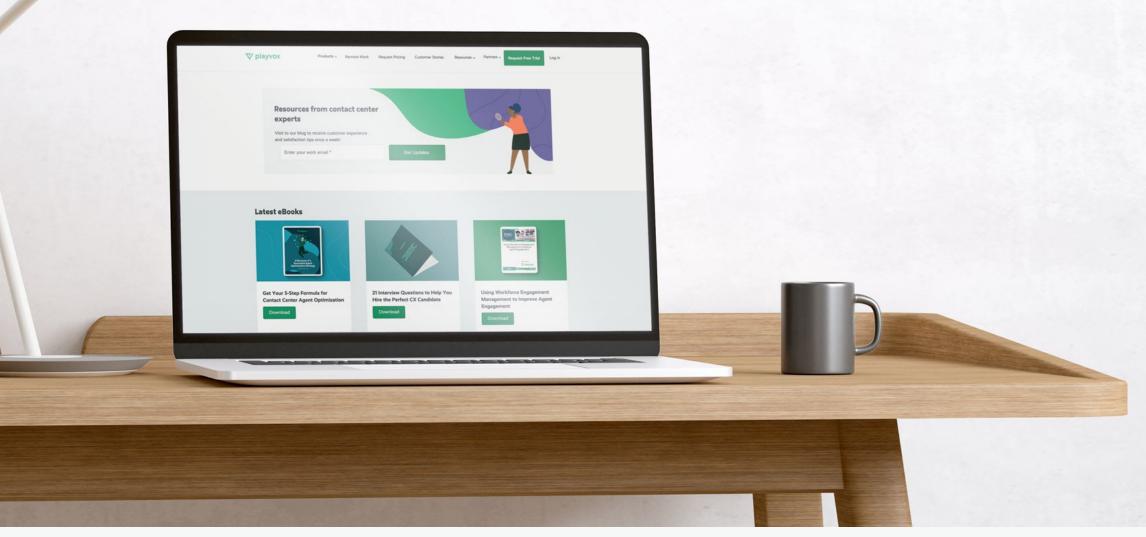






Visit Our Resource Center

playvox.com/resources



Welcome to the Digital Era of WEM



Track agent performance and measure the impact of your QA process.

Voice of the Customer

Translate customer sentiment into actionable metrics while delivering real-time feedback to your agents and team leaders.

Motivation

Recognize and reward your agents with points that they can exchange for gifts, based on their Quality, Coaching, Learning and overall Playvox results.

Workforce Management

Intelligently forecast, schedule, and monitor your workforce without the need of specialized resources or data analysts.

Coaching

Solve and improve issues in: quality, behavior, compliance, soft skills, customer experience, among many others.

Next Webinar:



Ensuring Quality Amongst Your Agents: 5 Lessons for eLearning & Training

Thursday, October 14 @ 1:00 pm EST



Kristyn Emenecker 💐

Chief Product & Strategy Officer at Playvox



Jennifer Waite 👋

VP of Product Marketing, Playvox



Questions?