



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

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Your Hosts



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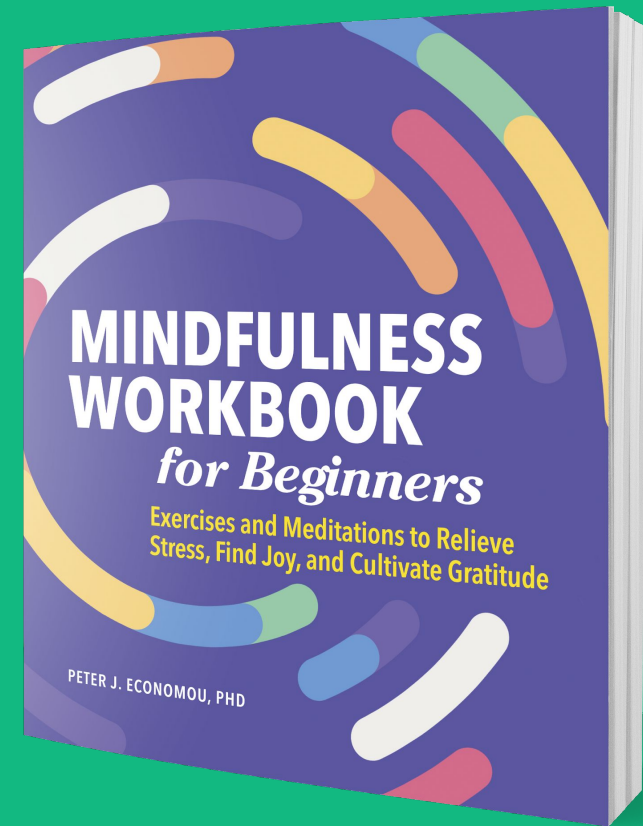
Objectives

- 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



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

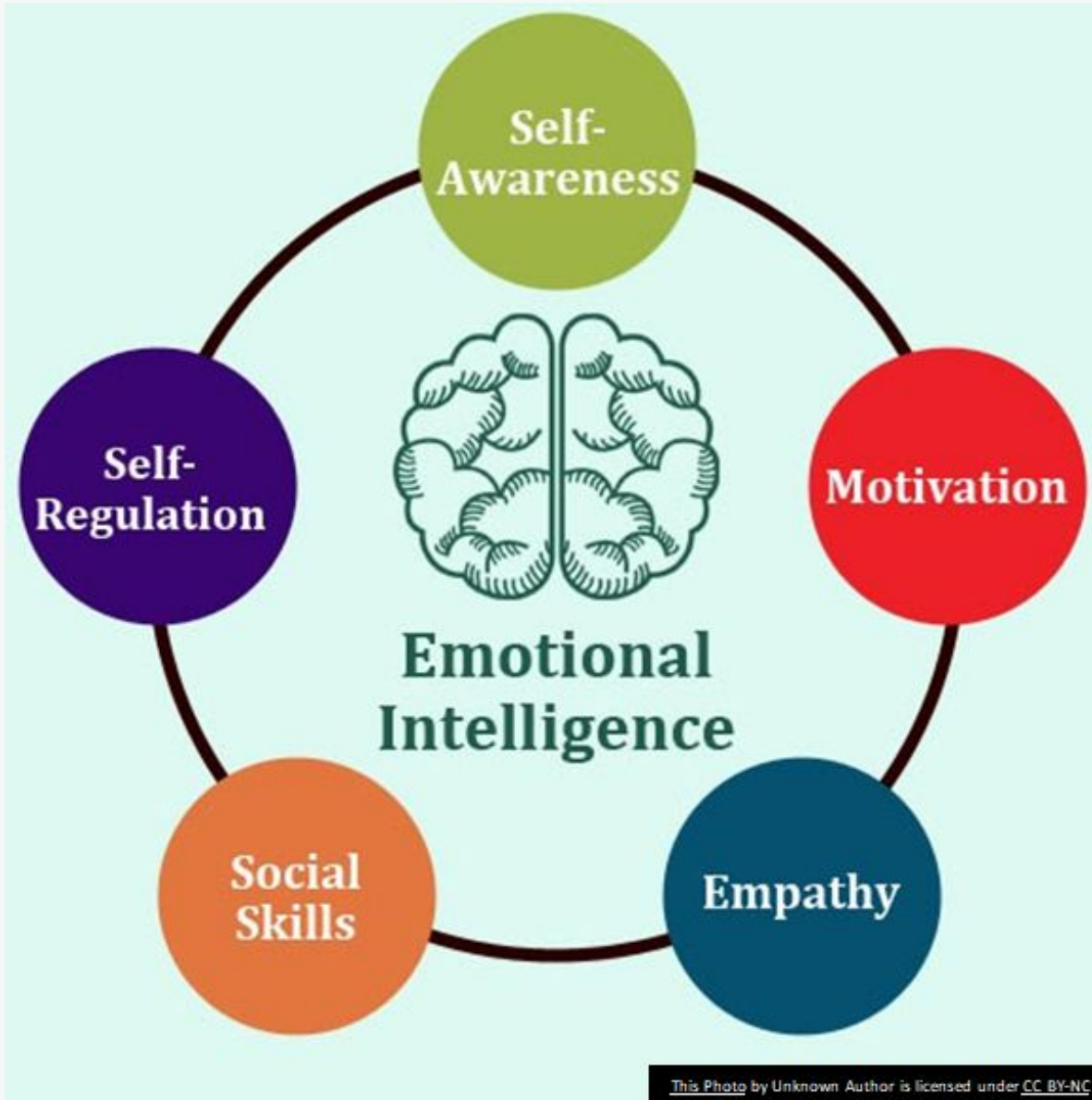
Thank you to our first 200 registrants! You will be receiving complimentary copy of Dr. Pete's book as a token of our appreciation.



**This offer is limited to those who reside in the US*

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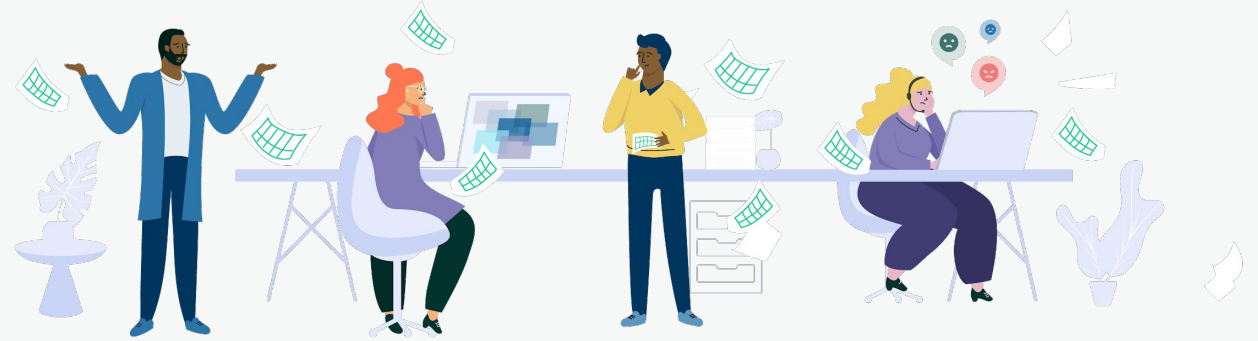




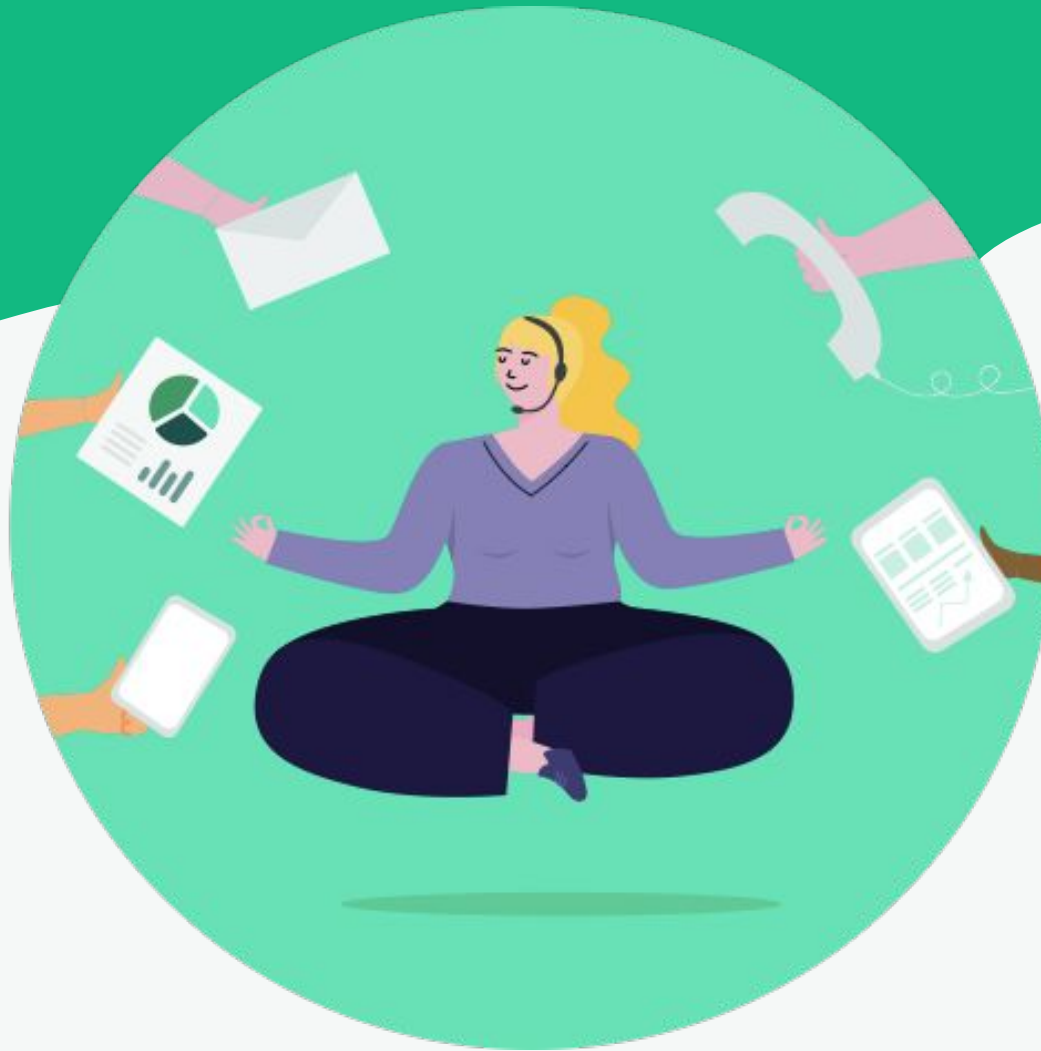
What is stress?

**Emotional *intelligence*
vs.
emotional *resilience*?**





**Improve
productivity of
contact centers**



Mindfulness and wellness in the climate





Mindful strategies

Ten Steps to
Mindfulness Meditation

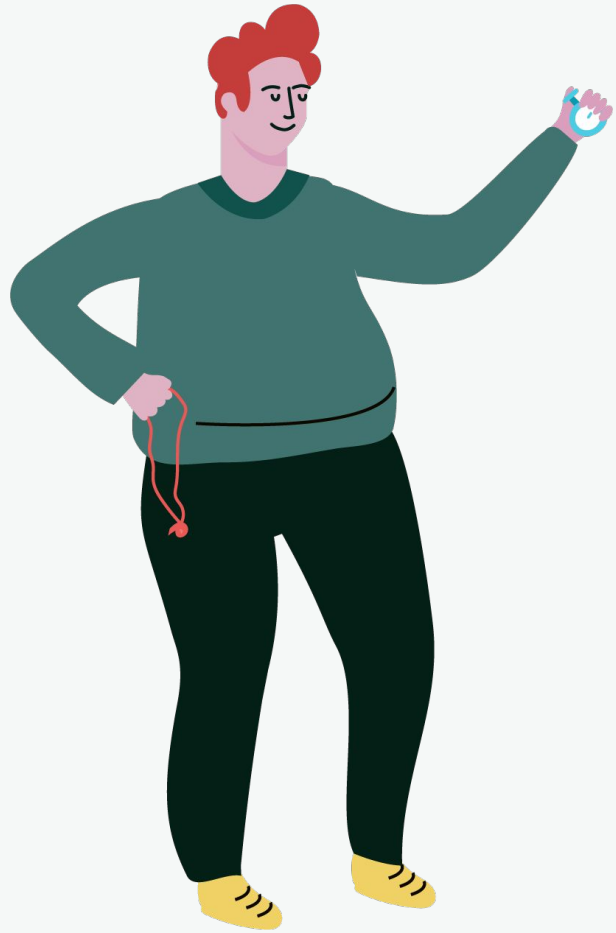


#1

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.



#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.

#7 Practice Focus

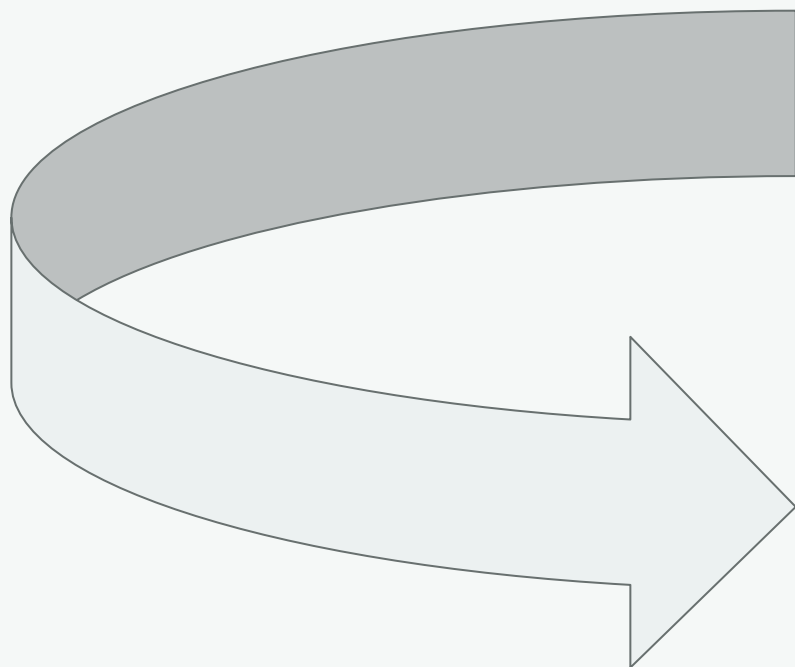
Maintain attention to your breath. As you inhale and exhale, focus on the breath. If attention wanders, return to the breath. Let go of thoughts, feelings, or distractions.



#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.



#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

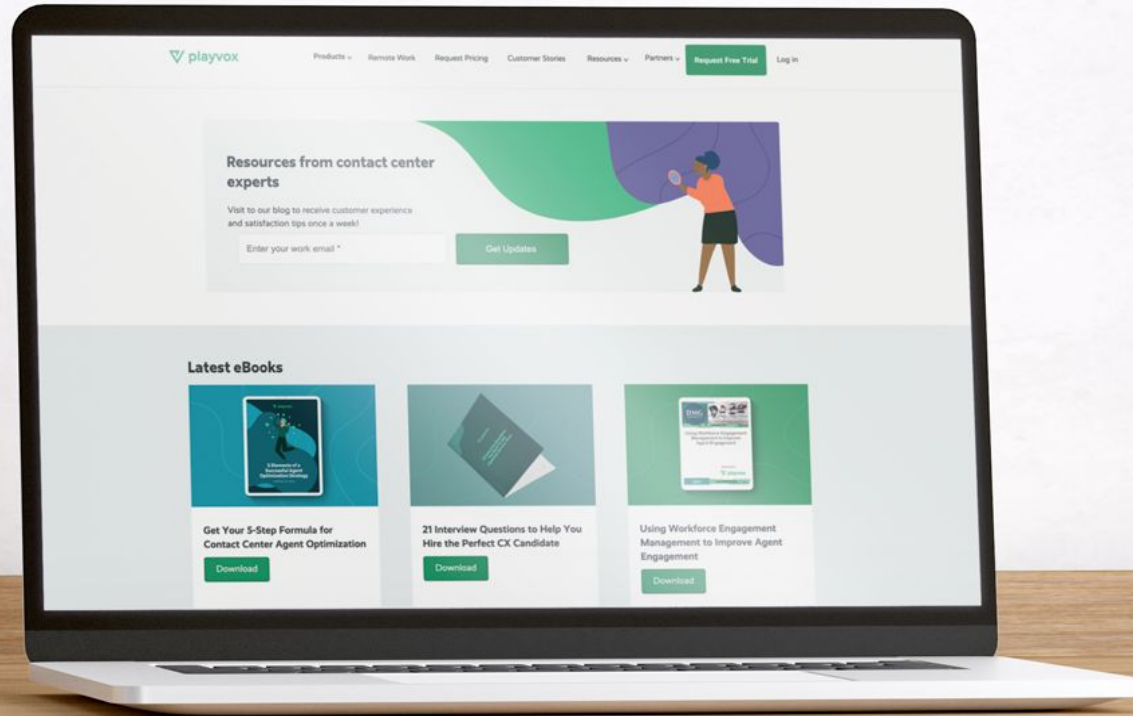
Prepare for a soft landing. When the timer goes off, keep your eyes closed until you're ready to open them. Be thankful, and acknowledge your practice with gratitude.

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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?