



Flipping the script:
Turning the Great Resignation into
the Great Retention

Jennifer Waite, VP Product Marketing

The Great Resignation continues, as 44% of workers look for a new job

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KEY POINTS

- Forty-four percent of employees are “job seekers,” according to Willis Towers Watson’s 2022 Global Benefits Attitudes Survey.
- Data suggest the Great Resignation, a pandemic-era labor trend also known as the Great Reshuffle, is continuing.
- Over half of workers said higher pay was a top reason they’d look for a

60 MINUTES - NEWSMAKERS >

The Great Resignation: Why more Americans are quitting their jobs than ever before



BY BILL WHITAKER
JANUARY 9, 2022 / 7:39 PM / CBS NEWS



The great resignation continues: 4.4 million Americans quit their jobs last month



By [Anneken Tappe](#), CNN Business

Updated 12:41 PM ET, Tue March 29, 2022



The Great Resignation Didn't Start with the Pandemic

by Joseph Fuller and William Kerr

March 23, 2022



Maria Luisa Corapi/Getty Images

Summary. Covid-19 spurred on the Great Resignation of 2021, during which record numbers of employees voluntarily quit their jobs. But what we are living through is not just short-term turbulence provoked by the pandemic. Instead, it's the continuation of a trend of rising... [more](#)

The employee-employer disconnect that's fueling the Great Resignation

Workers are sending a very loud and clear signal that organizations better hear if they want to attract and retain top talent, this corporate lawyer and former DNC chairman says.



[Source illustration: chekat/iStock]



BY JOE ANDREW 3 MINUTE READ

Amid all the headlines about millions of workers quitting their jobs during the Great Resignation, it is easy to miss the signal in the noise.



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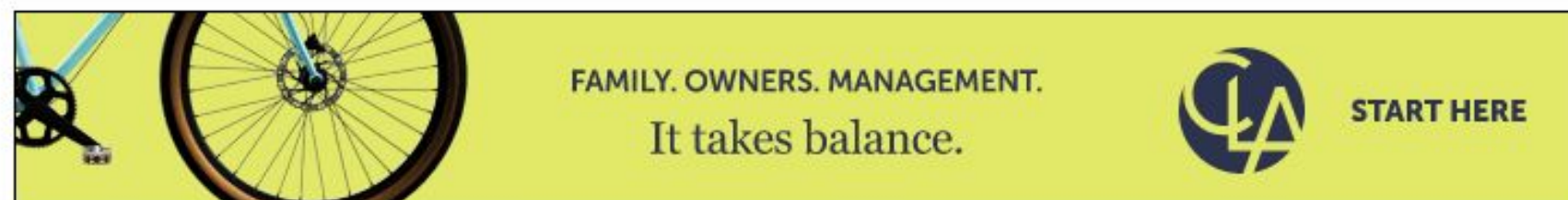
The Great Resignation? More like The Great Renegotiation

January 25, 2022 · 6:30 AM ET

GREG ROSALSKY



Pixabay



Turning the Tide on the Great Resignation

Take an employee-centric approach to improve retention, loyalty and engagement among employees.

By [Susan Lang](#) June 1, 2022

Opinions expressed by Entrepreneur contributors are their own.

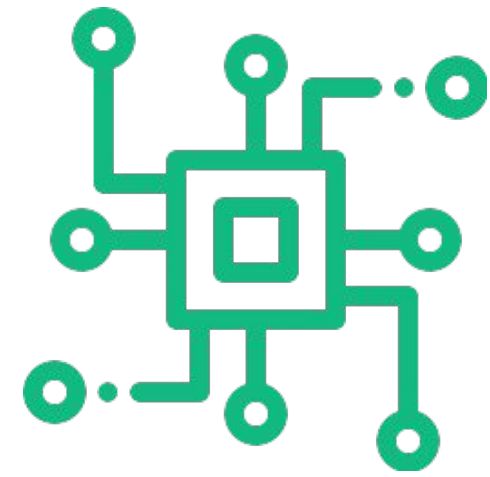
2021 was a year to remember as [The Great Resignation](#) routinely made headlines as record numbers of employees quit their jobs. This pandemic-driven phenomenon is largely attributed to people re-evaluating priorities and re-thinking how and where they work. This assumption is further developed as results of a recent survey by Gartner show that [65%](#) of employees pondered the place work should have in their lives amid the pandemic.

What are the reasons agents say they want to leave?

- They do not want to return to the office
- Opportunities for advancement aren't visible or available
- They can make more money / better benefits at another company
- Poor oversight or management practices
- Don't feel as if they have the appropriate tools to excel at their job
- Lacking strong company culture
- Stress / burnout

Let's chat

What are some of the things that you
(and your organization) are doing to
become an employer of choice?



Technology

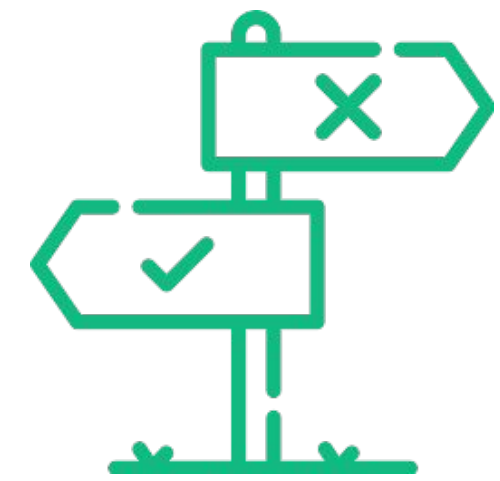


Your team

**Four areas
where you
should invest**

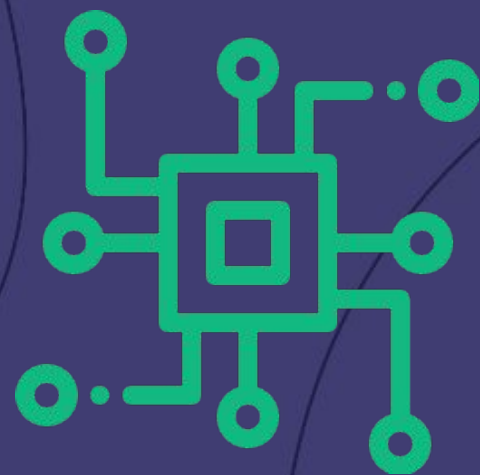


Team interactions



Career paths

81% of service agents say they do not have new, advanced technology/tools at their job as reported by Salesforce.



Technology

Invest in technology

- By having outdated tools, you might be escalating the feel of burnout on your team
- Remove points of friction in your internal processes like coaching and development opportunities based on quality evaluations

Contact Centre Helper reports that less than 10% of contact centers have agents reaching proficiency in less than two months.



Your team

Invest in your team

- Complete a study of the cost for hiring and onboarding new agents
- Use this information to determine how to invest in retention instead of backfilling for churn
- Work with your HR team to develop a top-notch compensation package for your employees

According to Salesforce, 71% of service agents have considered leaving their job in the past six months and 69% have considered leaving customer service roles entirely.

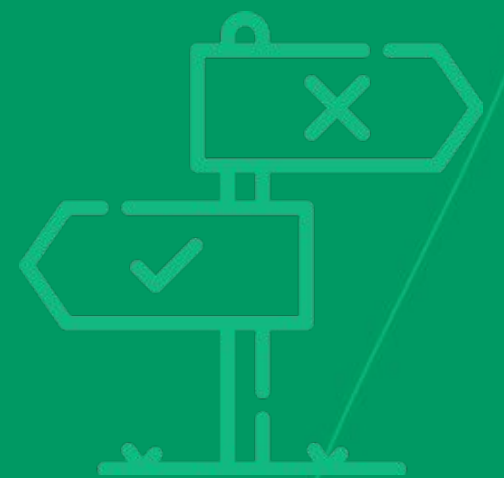


Team interactions

Invest in your team interactions

- Schedule time for team building which means having to get creative with having dispersed teams
- Give your teams opportunities to meet and share successes and challenges
- Don't just focus on your agents – you need to extend these opportunities to all levels within your contact center

Gallup research shows that 87% of millennials rate "professional or career growth and development opportunities" as important to them in a job.



Career paths

Invest in creating paths to grow

- Managers need to have meaningful conversations with their team to uncover their desire to move ahead inside your organization
- Publish written job descriptions for next level opportunities on your intranet
- Use portions of your time coaching your agents to help them develop skills to be ready to move ahead

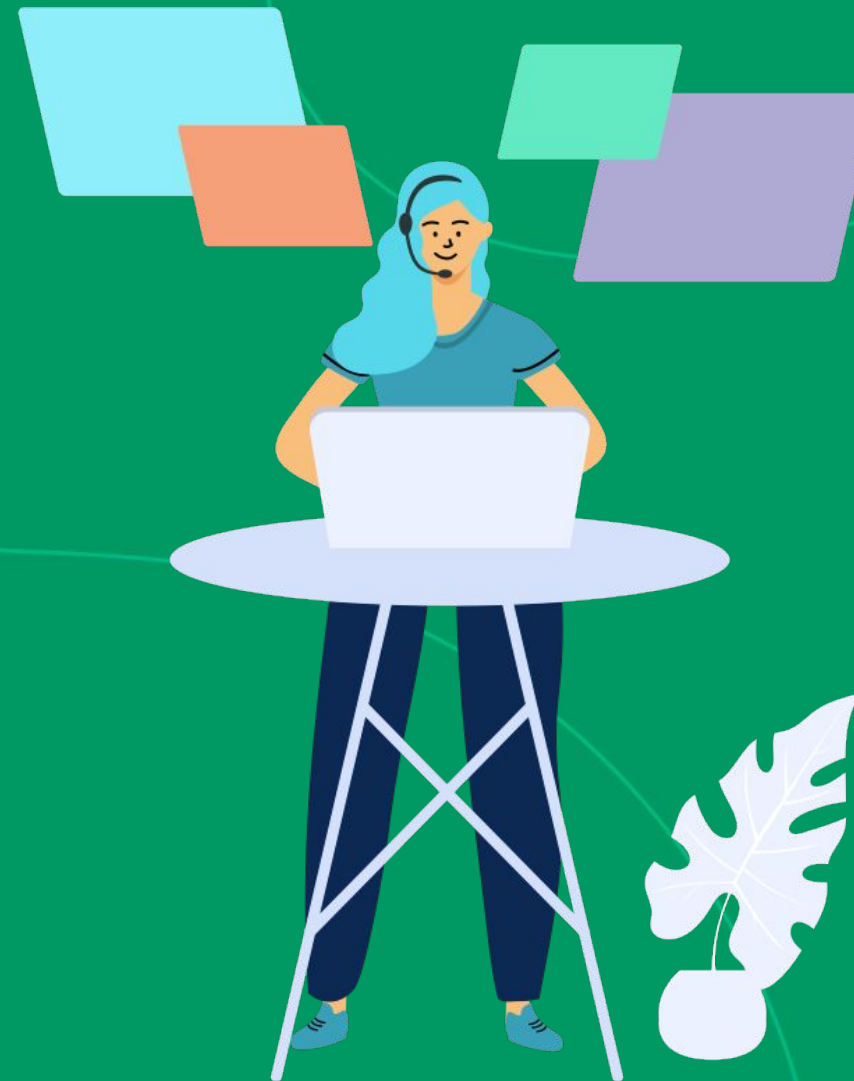
Poll

Which area(s) do you think your organization should invest in?

QUESTIONS?



Poll



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Workforce Engagement Management

Workforce Management

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



Performance

Track agent performance and measure the impact of your QA process



Customer AI NEW

Uncover sentiment, intent and interaction topics with advanced text-based analysis and direct customer surveys



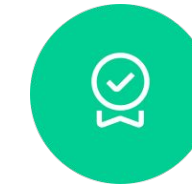
Learning

Easily create and provide your customer service teams with courses, learning paths and quizzes to ensure continual skill development



Quality

Easily identify and prioritize areas for skill development in your customer service teams



Coaching

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



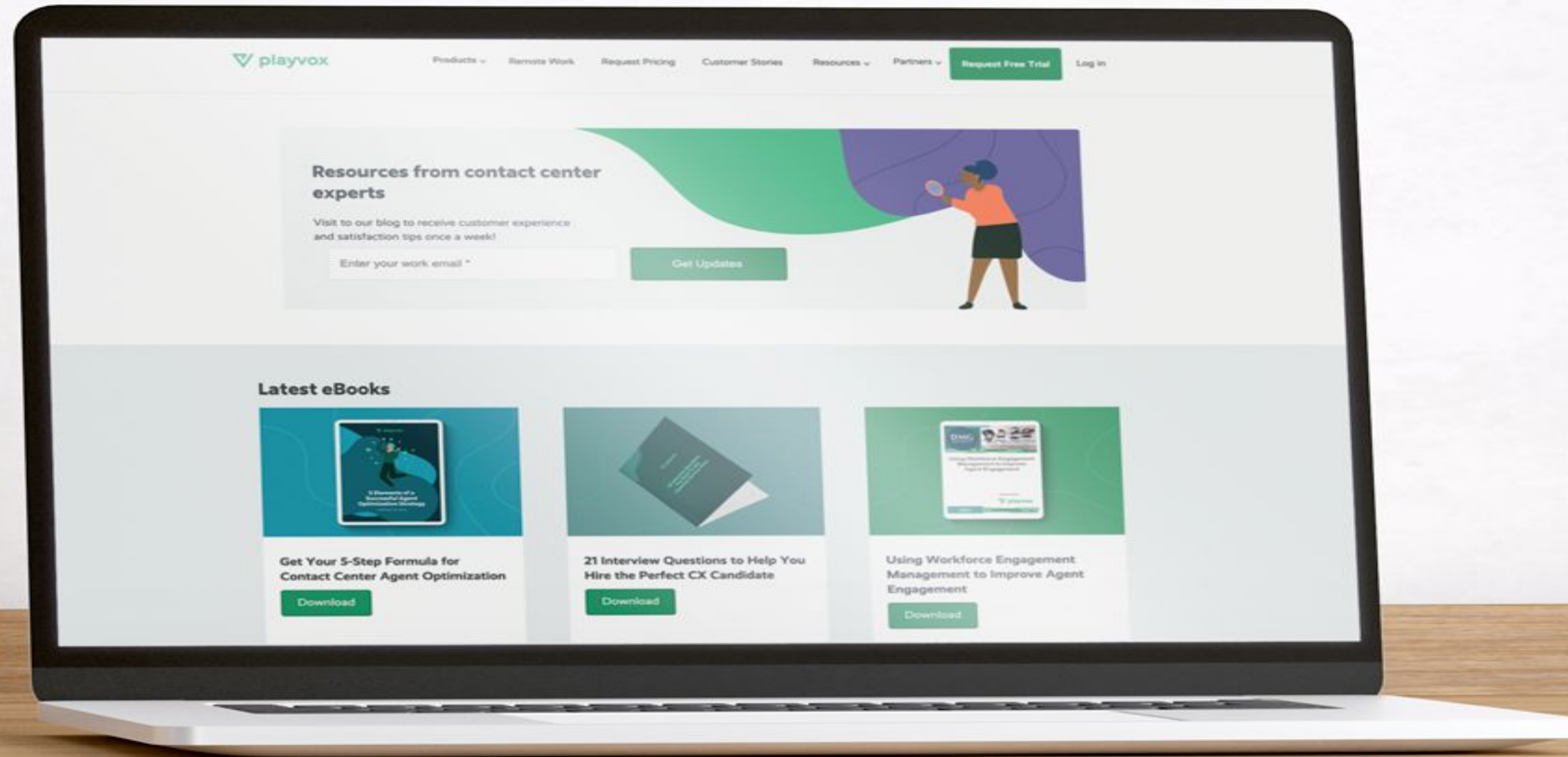
Motivation

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



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Thanks!