



Motivation Can Be Fun

Within every contact center there is a need for daily affirmation of the importance of the people who make it *work*. Here are some smart, FUN ideas for your center.

From the soon to be
published book:

"Powerful Ideas to Transform Your Contact Center"

**Touchpoint
Associates, Inc.**
Consulting
Speaking

6870 Dovefield Lane
Bartlett, TN 38135
901-230-0567

www.touchpointassociates.com

Contact:

Bob Furniss, President

bfurniss@touchpointassociates.com

- Deliver Ice Cream Sandwiches to the contact center agents while riding a bicycle down the aisle on a particularly busy day.
- Create a contest based on quality objectives. Have managers wash the cars of the winners.
- If you have a LARGE parking lot - provide valet service once a month for all agents who meet a certain criteria.
- DONUT and MUFFIN Day - have the management team serve coffee and donuts to all employees. (Don't forget afternoon and night shift)
- Make casual day more fun with an "Ugly Shoe Contest".
- Write a personal thank-you note to an agent or supervisor who goes above and beyond the call of duty.
- Send flowers to the spouse of a manager or supervisor that works an extra shift or stays late working on a special project.
- Celebrate a special event (like October's International Customer Service Week) with a Stress Relief Festival - include dunk tanks, pie-throwing event and super water gun booths with the management team as the "target" personnel.
- Have poetry or writing contest to bring out the hidden talents of agents. Publish the work in the company newsletter on the Intranet.
- Draw names from a pool of agents – the winner will have breakfast with a company executive (President, Vice President, General Manager or Director).
- Give out a fun award to the agents with the messiest and the neatest workspace.
- Bring in someone to teach the agents to juggle. Give everyone juggling beanbags - encourage them to juggle after stressful calls.
- Celebrate agent's birthdays. Place balloons at their workstation. Have agents bring in baby pictures - scan and post on the Intranet or bulletin board on their birthday.
- Is there anything that an agent loves better than a free T-shirt? Create one to celebrate a special achievement in the center.
- Tape a coupon for a free lunch on each PC monitor after a particularly stressful day that says "Have Lunch On Us!".
- A cookout is always a hit with agents - create a group goal and make the cookout the reward. Ask the president or CEO to be the designated "chef."
- Give rewards that cater to the *person* - something they might not buy for themselves (spa visits, dinner at a special restaurant, limo for a night, symphony tickets, tickets to a play, etc.).
- Bring in several massage therapists to offer neck and back massages at the agent's desks during a stressful time of the year or month.
- Just say: "THANK YOU" and "I APPRECIATE YOU" often!