

THE



B·E·S·T

**Survival System
For Contact Centres**

Burnout, low morale, high staff turnover, absenteeism – naturally occurring nasties that strike even the best managed contact centres! Stress is a fact of life for even the most highly professional teams.

It can't be avoided – as long as we are breathing! But it can be managed, for improved wellbeing, staff retention and increased productivity.

The BEST Survival System for Contact Centres is based on a combination of real-life management experience and extensive post-graduate research in Social Ecology. It's different – and it works!

Workplace stress is normal and unavoidable in today's pressure environment. It simply needs to be recognised, acknowledged and managed calmly. It does not have to be the frightening oppressive monster we can't handle. There is no place for victimhood in a busy workplace – each of us must face our circumstances and choose a response.






The BEST Survival System contains tools and processes for self-awareness, decision making and communication, designed to support those choices in a positive and constructive way for both the individual and the organisation.

It provides your people with a range of strategies to choose from. It's empowering, involving and effective.

The program also supports Team Leaders, Supervisors and Managers, as well as team members, by providing coaching tools for ongoing leadership.

PROGRAM CONTENTS

The program can be tailored to your requirements, issues and circumstances, but would generally include:

-  Your working environment
-  Conditions that lead to pressure, stress and burnout
-  The effects of un-managed pressure on performance
-  Strategies and skills for healthy self-management
-  Your six week survival plan

PROGRAM METHODOLOGY

The program is normally run over one full day but can be modularised into two half days to suit shift requirements.

Minimum equipment is used to maximise participant involvement and ownership; a flip chart and CD player is all that is required. Workbooks are provided for take-home value.

The ground rules and guidelines provide a safe environment for open participation, with confidentiality and respect an essential requirement.