



7 Keys To Your Success



HIGH POWER CONTACT CENTRE MOTIVATIONAL TALK



Sponsored by
CRYSTAL HEADSET

Drives Operational Performance

Many 'Big Brand' contact centres have benefitted from my call centre agent motivational talks. Also great for Team Leaders & Supervisors

- Greater agent engagement
- Significantly improved 'Career Vision'
- Lower staff turnover
- Reduced Absenteeism
- Enhanced 'Willingness to Learn'



I found Rod Jones' 7 Habits seminar to be terrific. My contact centre agents found it enlightening and exhilarating spurring a few of them into action. Since the seminar, several of my agents have been inspired to apply for internal positions and also to look at studying something that will enable them to grow within the business. The 7 Habits seminar made my staff take a hard look at their lives and careers and to make a choice as to whether they wanted more from their personal lives and their careers. I look forward to a more positive workforce and I would highly recommend the 7 Habits workshop to any company.

Dhamu Patel. Contact Centre Manager. eBucks

The overall feedback from the team that attended the session was extremely positive, inspirational and stimulating. The team also left the session feeling extremely motivated and as they found valuable knowledge in the information provided. The insight provided during the session will have a direct impact on leadership in the business.

Shalandra Bunseelall. Head of Operations. PLP Group

The feedback we have received from the staff has been tremendous. Not only did you educate them but there's a fantastic renewed energy in the call centre atmosphere.

Robert Green. CEO Real Promotions

Our Contact Centre team leaders and agents are still energized and eager to implement ALL the actionable insights. Sometimes I have to remind them that it's a journey and doesn't have to happen ALL at once. That's the level of excitement we have.

Thato Padi: Contact Centre Training Manager:

At first I thought that this presentation will follow the same route as most of the others – in at the one ear, out at the other! It is now 6 weeks later and the agents are still referring to aspects of the presentation. What an amazing impression you made on them!

Estelle van Zyl Contact Centre Manager Sasol Oil

In relation to the "7 Habits" sessions, all I can say is I wish we could have gotten all of our agents through! The feedback and discussions continue to this day, and the motivational drive within these groups of agents is just what we needed at this point.

Marco Rihm. Divisional Head – Webhelp Cape Town



"I help decision makers to make Good Decisions about Contact Centres"

www.rodjones.co.za rod@rodjones.co.za +27 (0)82-568-9976

