

## SOLVING THE ATTRITION CHALLENGE

# Remote Agent Retention Program



With what the media has dubbed “The Great Resignation” putting a strain on businesses across the globe, organizations are challenged with finding ways to address and reduce attrition. The move to remote work models for many organizations has also added an additional layer of complexity to this challenge. So how can leaders understand and address the internal triggers that cause people to leave? Challenges companies are facing while working at home are:

- Increased effort and fatigue and reduced productivity
- Poor communication & collaboration
- Increased loneliness, isolation, and disengagement
- Less effective coaching
- Decreased customer satisfaction

J.D. Power is pleased to offer the **Remote Agent Retention Program**. This Program helps bridge the physical gap that exists between Supervisors & Agents in the remote work model, resulting in:

- Better employee engagement
- Improved customer satisfaction
- Reduced attrition

“YOUR PROGRAM HELPED US FINALLY ADMIT TO OURSELVES WE ARE DOING THIS FOREVER AND WE NEED TO START THINKING DIFFERENTLY.”

- Senior Director of Operations

## WHY IT WORKS



### BASED IN SCIENCE

The program was designed by utilizing the results from our proprietary research studies of over 15,000 employees and is grounded in the positive psychology of Meaningful Work.



### EASY TO IMPLEMENT

Each element of the program can be applied independently or as a holistic transformation process. Rollout has been designed for ease and we match the pace of your organization.



### ENABLES LEADERS

Managers and supervisors are empowered to be the face of the company and to effectively extend the corporate culture remotely.



### ACTION FOCUSED

Our program is much more than a topical approach to working at home. Participants are challenged to take specific next steps to apply what they learn.

**CASE STUDY: REMOTE AGENT RETENTION PROGRAM IN ACTION**

**50% REDUCTION IN ATTRITION AFTER 3 MONTHS**

**THE SITUATION:**

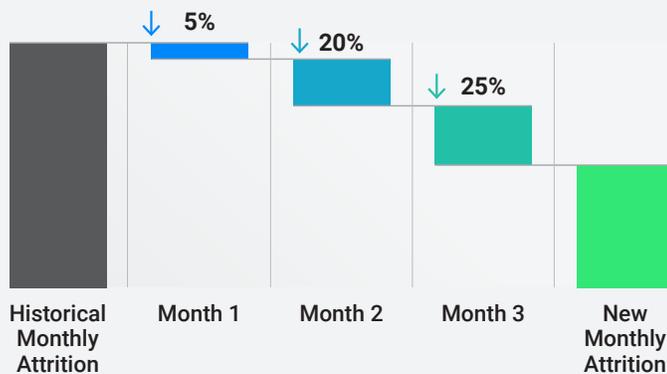
In 2021, a contact center organization that shifted to a work at home model was experiencing high, sustained, monthly attrition of employees. They needed to change the trend of attrition ahead of their high-volume season to both avoid staffing issues and lower the stress on existing employees.

**THE SOLUTION:**

By implementing this program, the company was able to provide both a mindset shift and an expanded set of skills to front line leaders. The program was rolled out in cascading fashion, beginning with senior leaders attending a visioning workshop and developing a communication plan for their employees. Managers participated in eight-hour sessions of Leading Remote Teams courses with their senior leaders. Working together they learned how to leverage key skills to extend the company culture, develop a way of working to build team member connection, and think more like a guide to help others become self-learning and self-correcting.

**THE RESULTS:**

Through diligent application of skills and methods developed during the Excelling at Home rollout, attrition dropped by 50% over the course of three months.



“As a result of the training I identified a key member of my team who was struggling with working at home. I was able to have an open discussion like you taught us and saved him from leaving the company.”

**SENIOR CUSTOMER SERVICE DIRECTOR**

“I never felt it was my responsibility to care for the emotional wellbeing of others, but now I do.”

**OPERATIONS MANAGER**

“Before the course I was intimidated by rising attrition on my team. I felt powerless to do something about it. Now I realize it is about finding a way to engage each person individually and address their unique needs.”

**TEAM MANAGER**

**Contact your J.D. Power account representative today to schedule a complimentary 30-minute discovery call where we will explore your challenges and help determine if this program is right for your organization.**