Technology Fatigue in the Digital workplace

Jeff Whitt – Workforce Engagement Solution Lead - Genesys

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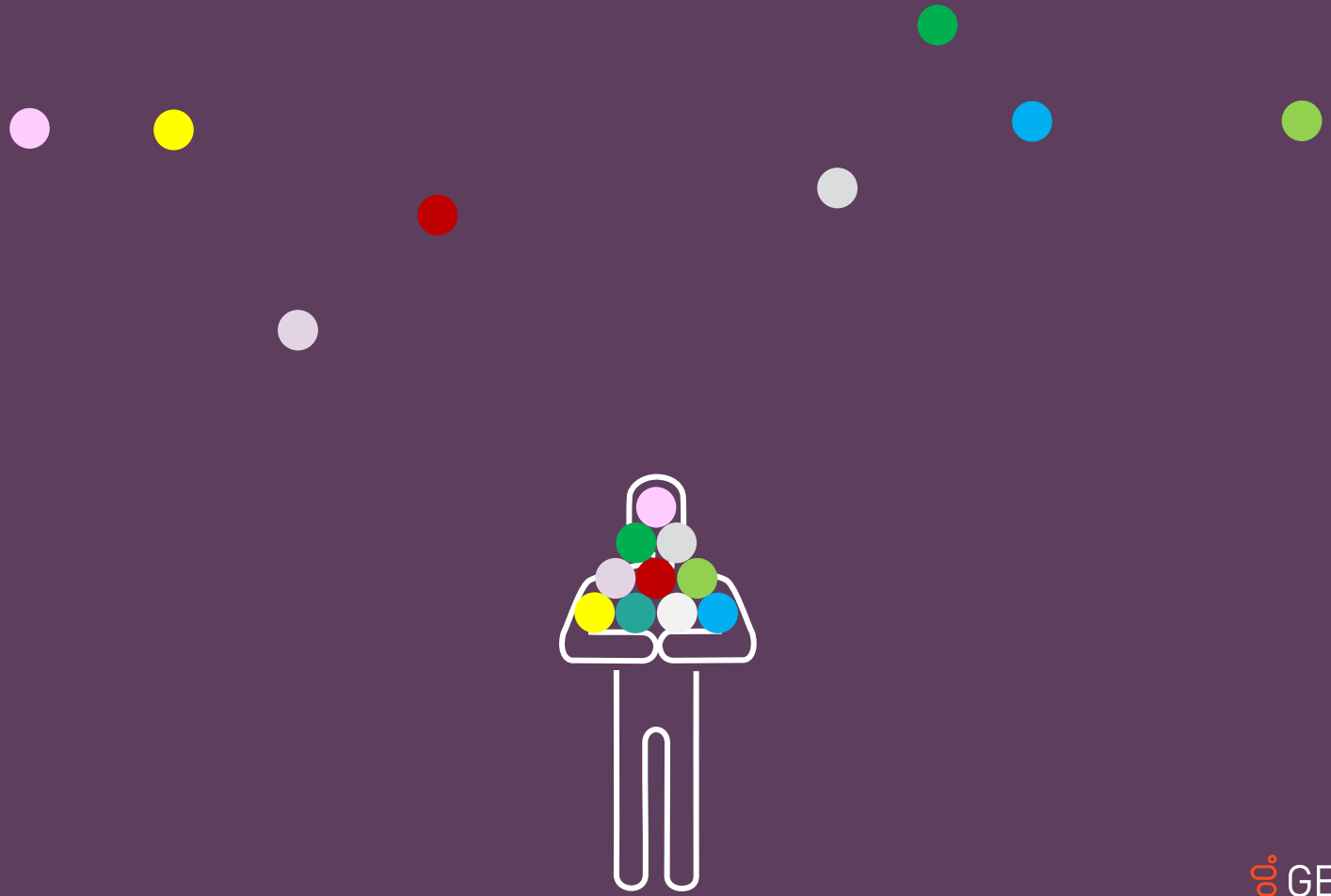

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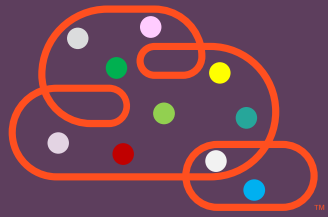

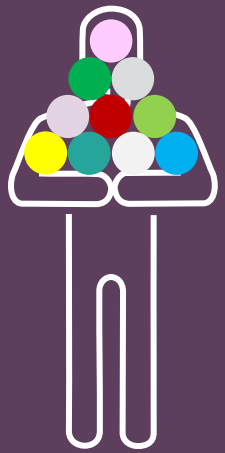

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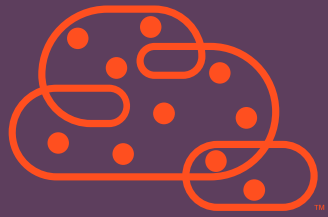

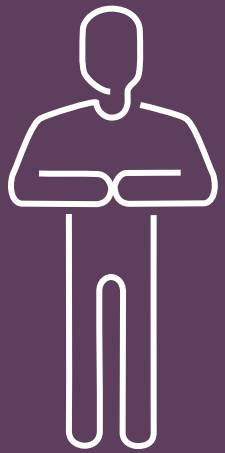

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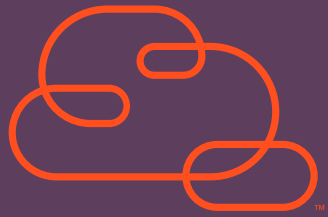

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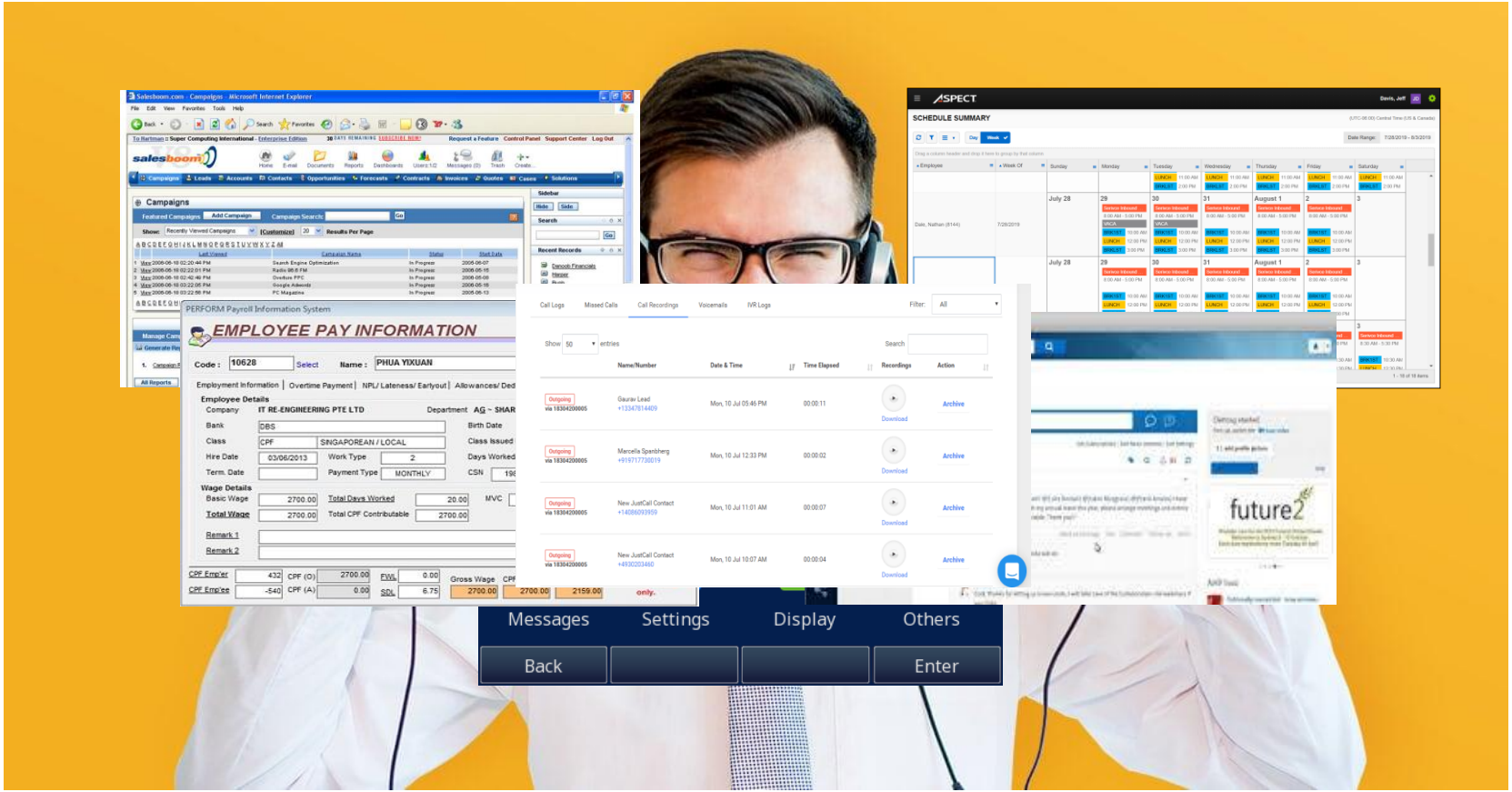

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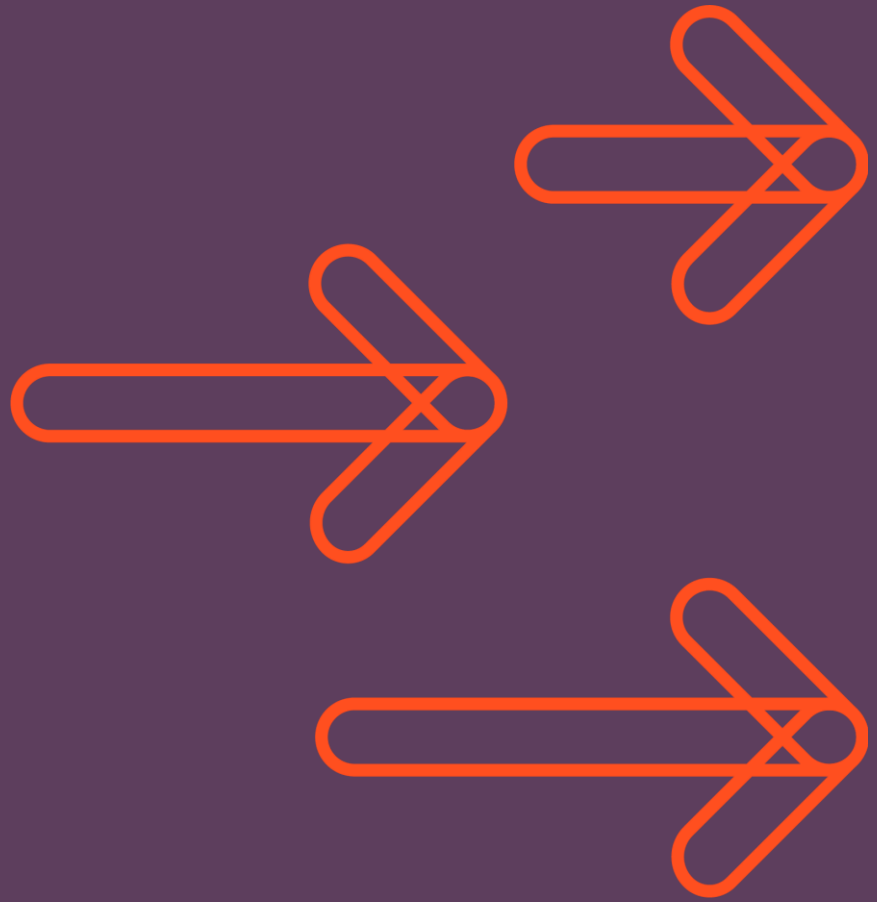
Agenda

- What Makes Us Feel Good About Our Work
- Why Good Leaders Make Us Feel Safe
- The Puzzle of Motivation
- The Happy Secret to Better Work
- Technology Insights and the Future



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What Makes Us Feel Good About Our Work?

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Employee Motivation

A dedicated and engaged employee feels pride in their work and wants to do well

43% of employees would feel more motivated by being treated well than a pay increase

80% said they would work harder if they felt appreciated

Source:
https://youtu.be/5aH2

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5 Employee Engagement Trends for 2020

- People First Culture
- More prominence to work-life harmony
- Cloud-technology will continue to reign
- Influx of Artificial Intelligence and Machine Learning
- Redefining “Human” in HR

Source:
https://blog.vantagecircle.com/employee-engagement-trends/

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Poll

Are you using software tools today that incorporate Artificial Intelligence or Machine Learning?

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Why Good Leaders Make Us Feel Safe

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Source:
https://www.youtube.com/watch?v=lmyMtPVdo

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- Developing the right environment/company culture is critical to inspiring greatness
- Leading an effective team is like parenting a family
- Do we have the right onboarding and training
- Insights from industry leaders

Source:
https://www.youtube.com/watch?v=ImyZMtPVodo

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The Puzzle of Motivation

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- Employees Should Challenge Themselves
- Employees Should Keep in Mind Their Limitations
- Make Some Room and Allowances for Flexibility
- Use performance Management Software to Track SMART Objectives

Source: https://www.clearreview.com/resources/guides/get-employees-write-clear-motivational-smart-objectives

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Poll

Is your organization using a tool to track employee performance?

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The Happy Secret to Better Work

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- Our brains are happy are 31% more productive than when we are negative, neutral, or stressed
- Energy, intelligence, and creativity rises when we are happy
- Happy employees result in less burnout and company turnover

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Technology Insights and the Future

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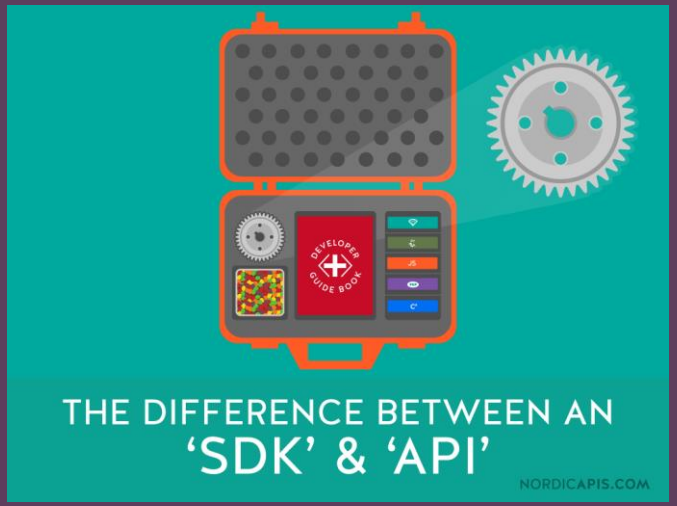
Conversations with IT

- SDKs – Software Developer's Kits
- APIs – Application Programming Interface



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Technology Insights and the Future

- Artificial Intelligence
- Machine Learning
- Persona Based Tools
- Gamification

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What can software in the cloud deliver to business users?

- Eliminate downtime for upgrades
- Instant access to new features
- Redundancy to end of life versions

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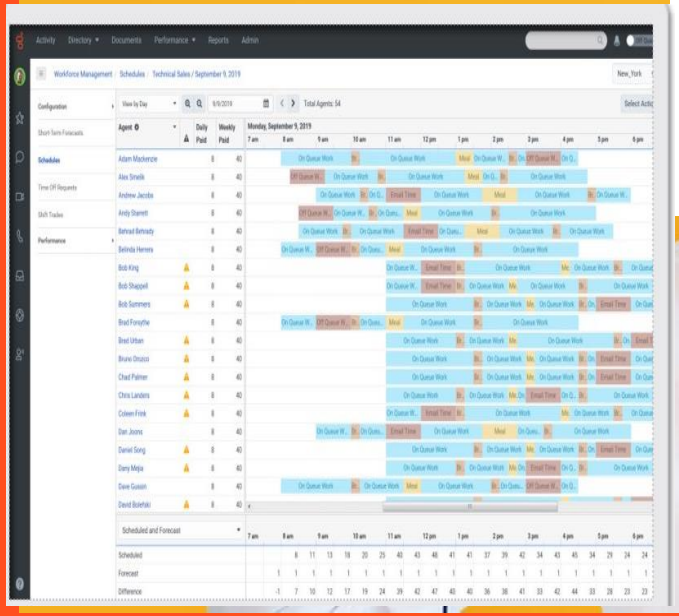

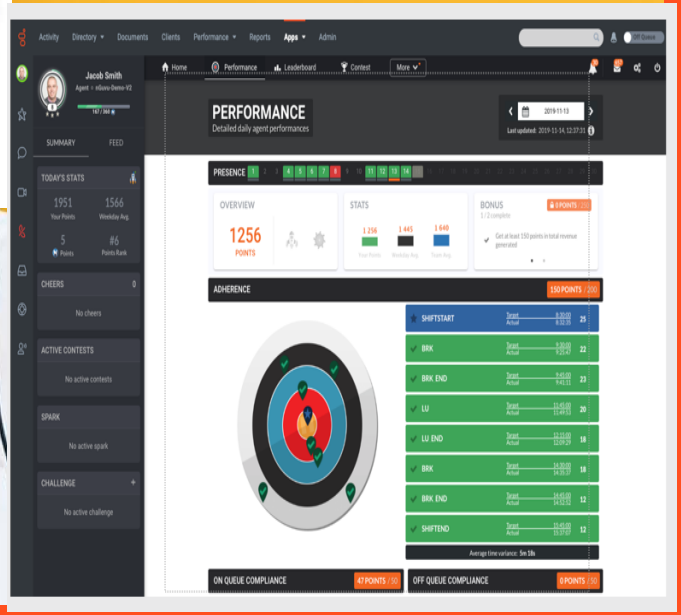

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Cloud Contact Center Customer Success Story

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Thank you for your time

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