

How to Beat Burnout

Top 5 Ways to Handle Stress at Your Call Center



Agent burnout is a big risk for call centers everywhere. Take steps to support your workers' wellbeing, beat burnout, and drive better performance. These 5 tips to handle call center stress are a great place to start.

01 Build a Culture that Cares
Only **24%** of employees feel strongly that their organization cares about their overall wellbeing. Develop an employee-first culture that provides support, solicits feedback, and rapidly responds to agents' concerns and needs.

02 Set Clear Expectations from the Start
Transparency is a key part of any anti-burnout culture. Managers should establish clear expectations around roles, tasks, and growth opportunities with regular 1-on-1's and team-wide meetings.

03 Provide Adequate, Ongoing Training
Beyond setting clear expectations, call centers need to provide agents with robust training that sets them up for success. **94%** of employees say they would stay at a company longer if it invests in helping them learn.

04 Incentivize High Performance—and Add a Bit of Fun
Use a transparent, incentivized compensation structure and regular sales competitions to improve engagement, add to the fun, and get the best out of agents. Proper incentives have been shown to increase performance by as much as **44%**.

05 Provide Agents with the Right Tools for the Job
Today's employees—including **93%** of millennials and **91%** of Gen-Z workers—want and expect to work with top technologies, including time-saving automation tools. Give them what they want and fight burnout with performance boosting call center solutions like:

- Easy-to-use interfaces and **customizable dashboards**
- **Workflow automation software**
- **Answering machine detection**
- Powerful **predictive dialing**

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