

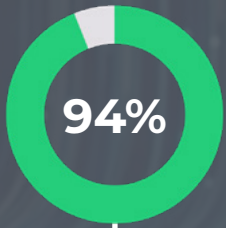
Employee engagement strategies for CX and growth

What is your organization doing to improve employee engagement? How would you rate your organization's visibility into staff behaviors in customer interactions?

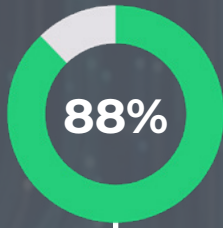
These are among the questions SeeEverything posed to banking leaders to gain insights about employee engagement strategies.



Why are engaged front-line employees important for financial institutions?

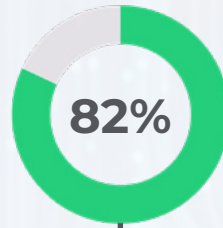


They deliver better customer experience

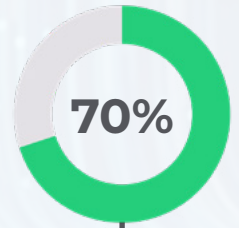


They are more likely to stay in the organization

Key challenges to help our employees be more productive



Offering on-going education, training, and coaching



Defining expectations and holding them accountable for their performance

Methods financial institutions are using to improve employee engagement

Voice of Employee Surveys 84%

Training 75%

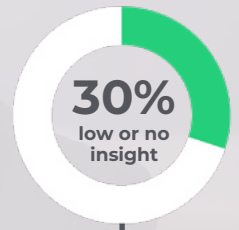
Coaching 65%

Observations 53%

Poor visibility into banker interactions with customers and managers



Visibility into customer-banker interactions



Insight into quality of manager-banker interactions

Activities that would benefit the most from improving visibility into customer interactions and manager-banker interactions

1

Deepening existing relationships

2

Business development

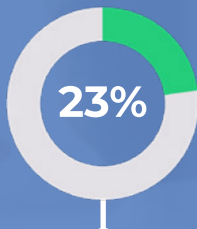
3

Onboarding new customers

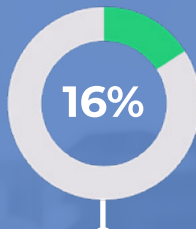
4

Complex issue resolution

Existing coaching solution is unable to link coaching interaction data to business performance improvement



For all teams, markets, or regions



For all frontline activities



In real-time

The data from our coaching interactions are captured and shared with leaders

Want to learn more about the employee engagement strategies for CX and growth

[Get the Full Report](#)