



CUSTOMER SATISFACTION IN A NUTSHELL

HOW TO KEEP EMPLOYEES HAPPY

We've put together a few tips to help you **improve employee performance** and **customer service delivery**, as well as **boost staff morale**, motivation and **retention**.

- **Ensure that your staff share your company's values and goals.** Many employees don't, which can cause confusion, conflict and inefficiency.
- **Check that your workforce have the skills, knowledge and tools to do their job properly.** Often, dedicated loyal staff are frustrated because they are unable to meet the high standards they set themselves.
- **Make sure that your employees have confidence in the future of your organisation.** Sometimes, competent and hard working staff leave because they have been ill-informed about the business.
- **Do your workers have trust in their colleagues and managers.** Poor communications or conflicting priorities can cause colleagues to lose confidence and trust in others.

How do you compare? To find out how to keep your staff happy, please contact us.

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