



## VIRTUAL LIVE LABS FOR CONTACT CENTERS



### WE RE-ENGINEER HOW ORGANIZATIONS NAVIGATE A VIRTUAL FIRST™ ENVIRONMENT

70% of employees feel disconnected from their job and managers are struggling with employee engagement, accountability in the work-at-home environment.

This leads to low retention, absenteeism, low productivity and missed KPIs.

In today's work environment, the way you manage has to change

At Sinousia, we do this through our **Virtual Live Labs** which yields increased employee engagement, higher productivity, accountability, increased customer satisfaction and sales.

*"My company has had an upward spiral of collaboration that has led to increased revenue." - Suzan S., CEO*

*"Leadership teams are able to achieve great success in a very short period of time." - Jerry L., Senior Director*



#### FORMAT

- Hosted Over A 30 Day Period
- Weekly Learning Forums
- Implementation Support
- Breakthroughs Reported Weekly



#### FOCUS

- Walk The Virtual Floor And Engage Employees
- Build A Positive Chain Reaction
- Duplicate Your Efforts to Move Faster
- Get Your Team Motivated To Be Accountable



#### BREAKTHROUGHS

- More Engagement & Accountability
- Reduce Employee Turnover
- Increase Employee Productivity
- Higher Customer Satisfaction & Sales