

6 Ways to Stir Up the Molecules!

What can you do to motivate your staff?

Balloons WORK! Put a balloon on the back of the Sales Persons Chair every time they sell. Everybody can see who is selling and how many. The Agents will become motivated and competitive! Do this every day until the energy is gone from it.

Drive-By Coaching Works! This means you walk through the call center twice a day and Give a ONE MINUTE Praising to someone you hear doing a great job. Only Positives here, give a prize like a lunch ticket or a movie ticket to someone you heard doing a great opening or closing or who handled an objection just right or who remembered to use the customer's name often.

Give a two-hour off day to the 17th sale producer. Give a big prize to someone who just happens to be lucky. This will give an opportunity to someone who does not usually win a prize. They can go see their kid play soccer or something.

Italian Dinner for Two for the Weeks Top Producer

Here is a no brainer. The agent who sells the most in the week gets a FREE Dinner for Two. Call the local TGI Fridays and say you want to Buy one and Get one FREE. The agent gets to look good at home and at work!

The Manager Takes the Agents Place for an hour if the team meets a certain target. Be sure to make this high. You will liven up the area with this one. You take an agents place and take or handle calls for them. They take a break, read a book or go to the park. They will all stay to watch you do it!

CASH TALKS! From a Five Spot to a Twenty Dollar Bill you can change the morale of a group by giving away CASH! People have been known to cry over a ten spot. No kidding. **Dig deep and Give money to someone.** Have an auction; for every five sold you get a **chance** coupon for the \$20.00 bill!!!

These are pretty simple but very effective ideas. In a call center where the group is used to too many games, they won't be motivated, but if you have a challenge or immunity like on Survivors, you will find the group will like playing any game for a little while.

Caution: Don't play games all the time. Agents are NOT children.