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# The **B·E·S·T** Survival System for Contact Centres

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‘Inspiring and motivating your people to take care of themselves and your customers’

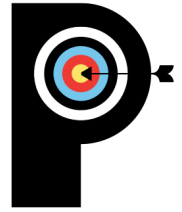
Burnout, low morale, high staff turnover, and absenteeism can strike even the best-managed call centres. Workplace stress is normal and unavoidable in today’s pressure environment. Stress is a fact of life for even the most highly professional teams. It can however, be managed for improved wellbeing, staff retention and increased productivity. It simply needs to be recognised, acknowledged and managed calmly. Each of us must face our circumstances and choose a response.

The Program is designed to support these choices in a positive and constructive way for both the individual and the organisation. It provides your people with a range of strategies to choose from. It’s empowering, involving and effective. The program also supports Team Leaders, Supervisors and Managers, as well as team members, by providing coaching tools for ongoing leadership.

The BEST Survival System for Call Centres is based on a combination of real-life management experience and extensive post-graduate research in Social Ecology. The Program contains tools and processes for self-awareness, decision-making and communication.

## **Our Proven Program includes:**

- Your working environment
- Conditions that lead to pressure, stress and burnout
- The effects of un-managed pressure on performance
- Strategies and skills for healthy self-management
- Your six week survival plan



**Progress.**

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## Why Progress Training Works

### **Progress Program Design and Methodology**

The program is normally run over one full day but can be modularised into two half days to suit shift requirements.

Minimum equipment is used to maximise participant involvement and ownership; a flip chart and CD player is all that is required. Workbooks are provided for take-home value.

The ground rules and guidelines provide a safe environment for open participation, with confidentiality and respect an essential requirement.

For further information on ways that Progress Training Systems can help your organisation Progress further, call today on +61 29527 2280 or email [admin@progress.com.au](mailto:admin@progress.com.au)