

# 8 ways to Boost Your Customer Service Team's Spirit

## This Holiday Season

thankful + cooleaf

### Have Frequent Check-ins



With all that's going on in the world, along with the added holiday season stressors, your support staff has a lot on their plate ... *and likely a lot on their minds*. Communicating regularly with your employees will provide insight into how the team is doing and if there's anything they're in need of. They will **feel cared for and valued** if they know **their well-being matters**.

**96%** of employees believe **empathy is critical to employee health**

### Celebrate The Holidays



Get into the holiday spirit by playing festive music in the background throughout the day and decorating the office. Hosting a party each year is also a great way to **bring your team together** and give everyone **something fun to look forward to**.

Even if your team is spread out and working remotely, you can still find ways to **celebrate together**. Games, like virtual Secret Santa or a remote holiday recipe swap, can help **bring the holiday season to life**.

### Set Seasonal Goals

Identify goals for your support staff to work towards throughout the holiday season. Whether your team chooses to work to achieve the goals together or have a bit of friendly competition, be sure to **celebrate both big and small wins**.





## Recognize and Reward Hard Work



Giving hard-working employees **appreciation for their efforts** and **rewarding them for their achievements** can result in increased productivity, even in the face of mounting holiday stress.

Platforms like **Coolleaf** make it easy to publicly recognize and reward employees. By openly sharing wins and achievements, you can **reinforce positive behaviors and show appreciation**.

**4** out of **5** employees are motivated to **work harder** when their employer **shows appreciation**

## Foster a Work Culture of Self-Care

Reinforce a **mentally healthy work culture** through encouragement of taking regular breaks and exercising good **work/life boundaries**.

Support employees' **health goals** by brainstorming **fun and healthy activities** with your team, like step challenges and daily meditation.

**89%** of people are more likely to **recommend a company** as a good workplace if the business supports **well-being initiatives**

## Reduce Repetition-Induced Burnout

Leverage AI automation to take on repetitive transactional customer service queries so that agents can **focus their time and energy** on higher value service interactions.

Automation technologies like **Thankful** can handle large volumes and spikes in customer service tickets, also helping to **alleviate the stress** support teams are under.

**90%** of customer service agents' time is spent providing the **same answers** to the **same questions** over and over again

## Treat Your Employees to a Gift



Show appreciation for your customer service team with a thoughtful holiday gift. Even a small gift is sure to help **raise your team's spirits** during stressful times. Coffee mugs, gift cards to a local grocery store, cozy blankets, sweets, or even cookware can go a long way to **boost employee morale** during the holiday season.

## Ask for Feedback for Next Year



When the holiday season comes to a close, be sure to invite your team to **provide their thoughts and share any ideas** on how to make the holiday season even better in the upcoming years.

Employees are **4.6x** more likely to **feel empowered** to do their best work when they **feel heard**