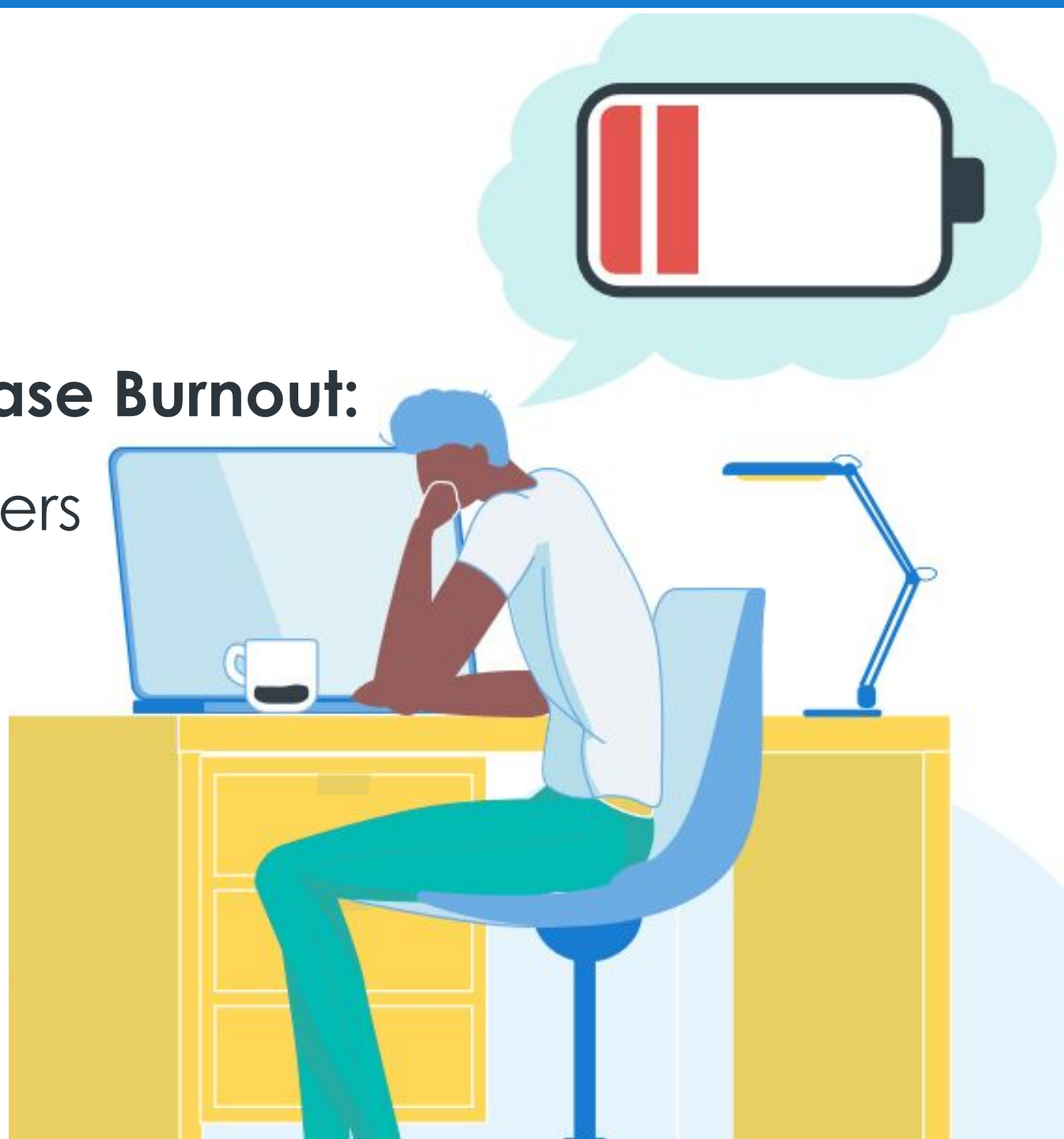


CUSTOMER TRAINING WEBCAST

Increase Engagement, Decrease Burnout: Strategies for Frontline Managers



Speakers



**Pallavi
Kapnadak**



**Simone
Van Cleve**

Agenda

- End-of-year challenges
- Real-world approaches
 - Avoid team burnout
 - Increase team engagement
- How ActivTrak Coach helps
- Q&A

Why Are We Here?

- Employee engagement and well-being are critical to performance, retention, and company culture
- Managing a hybrid or remote team makes this more challenging than ever
- The holiday season and end-of-year deadlines can increase pressure and decrease focus
- How can you best support your team?



Manager Challenges

- Signs of burnout, disengagement, and low focus can be hard to detect
- Rely on lagging indicators and proactive “hand raise” from employees
- Common results of issues going unaddressed:
 - Burnout
 - Low morale
 - Employee turnover



POLL

What do you find to be the biggest challenge in supporting and coaching your team members?

- A. Knowing when someone is struggling
- B. Understanding what's causing the challenge
- C. Identifying how best to support struggling team members
- D. Measuring the impact of the support you provide
- E. All of the above

POLL

Which of these challenges are you most concerned about amongst your team?

- A. Burnout risk
- B. Low productivity
- C. Lack of focus time for deep work
- D. All of the above

The 4 Steps of Effective Coaching

**Identify
employee
challenges**

1

How do you determine who needs support?

**Collaborate to
diagnose the
problem**

2

Are challenges due to workload imbalance, meeting overload, misalignment around role expectations?

**Collaborate to
find solutions**

3

What can the employee try doing differently? How can you provide support as a manager?

**Assess
changes to
performance**

4

Has employee made progress as a result of your coaching? How can you tell?

How ActivTrak Coach Helps

Make it easier for managers to **focus on the insights they need** and **take action** based on team member data

- **Identify:** Surfaces meaningful trends
- **Get Recommendations:** View personalized coaching tips to help managers drive measurable improvement across their teams
- **Measure Progress:** Assess the impact of coaching on team members' work habits to understand whose behavior is improving over time and who may need additional coaching

Burnout

Stephanie, Inside Sales Manager

- Industry: Financial Services
- Manages hybrid team of 12 sales reps

Team Challenges

- Need to achieve end-of-year quota
- Condensed timeline due to holiday season
- Some team members feel overwhelmed, but don't want to flag themselves as "underperformers"
- Lack of context for what is "normal" amongst team members:
 - "Am I working more or less than other people?"
 - "Are my teammates feeling the same pressure?"



Are team members feeling overworked?

Is end-of-year stress impacting morale and performance?

Is workload evenly distributed?

ActivTrak Coach - Summary

SUMMARY UTILIZATION EFFICIENCY FOCUS PROGRESS

Subscribe Coach data updated today ⓘ Learning Hub

Team
is any value 3h ago ↻ ⋮

Weekly Highlights

Every week, Coach looks for patterns within your team's work activities to identify opportunities to help them work wiser. Below is a summary of the coaching opportunities identified across your team. Click on the number for each category to see additional detail. [Learn More](#)

> **High Utilization**

Some team members may be at risk of fatigue or burnout as a result of working significantly above their productivity goals or insufficient break time.

5+

Coaching Opportunities

3 New this week

> **Low Efficiency**

Some team members have low productivity efficiency causing them to miss their goals or spending too much time online.

5

Coaching Opportunities

1 New this week

> **Low Focus**

Some team members are not meeting their focused time goals due to time spent on collaboration activities or multitasking.

4

Coaching Opportunities

1 New this week

Leading Indicators

Opportunity List ⓘ				
Coaching Opportunity	Productive Hrs/Day	Healthy Range	Break Time (mins/day)	Suggested Break Time (mins/day)
Kristine is overutilized above the healthy range by 3.5 hrs/day. <small>...</small>	 11.3	4.2 hrs to 7.8 hrs	71	113
Darin is overutilized above the healthy range by 2.4 hrs/day. <small>...</small>	 10.2	4.2 hrs to 7.8 hrs	153	102
Matthew F is overutilized above the healthy range by 2 hrs/day. <small>...</small>	 10.3	4.5 hrs to 8.3 hrs	153	103
Derek is overutilized above the healthy range by 1.8 hrs/day. <small>...</small>	 9.6	4.2 hrs to 7.8 hrs	199	96
Jeff Heienickle is overutilized above the healthy range by 36 mins/day. <small>...</small>	 8.4	4.2 hrs to 7.8 hrs	48	84
Louis is overutilized above the healthy range by 30 mins/day. <small>...</small>	 8.6	4.3 hrs to 8.1 hrs	96	86
Sean Conroy is overutilized above the healthy range by 30 mins/day. <small>...</small>	 8.3	4.2 hrs to 7.8 hrs	182	83
Bobby Byrnes is overutilized above the healthy range by 18 mins/day. <small>...</small>	 8.1	4.2 hrs to 7.8 hrs	16	81
Felipe Bohorquez is overutilized above the healthy range by 18 mins/day. <small>...</small>	 8.1	4.2 hrs to 7.8 hrs	106	81

Threshold:

- Productive Time > Productive Time (Goal) * 130% OR
- Productive Time > Productive Time (Goal) * 115% AND Avg. Break Time < Suggested Break Time

Suggested Break Time = 10 mins in break time for every productive hour per day.

Recommendations

Coaching Advice: Consider the following best practices to address overutilization.

Engage in 1x1 discussions with individuals in these zones to understand and offer the necessary support.

When high or over utilization opportunities appear to be team-wide, engage in team discussions to further understand and provide support on how to alleviate workload strain.

Suggest taking some time off in the near future.

Offer additional training and support to address skill gaps that may be contributing toward additional hours.

Set expectations for calendaring break time and respecting it across the team.

Consider whether additional team members would help support high and over utilized teams.

For additional guidance, check out how to [recognize burnout causes and cures](#).

Disengagement and lack of focus

Fernando, Engineering Manager

- Industry: Technology
- Manages 6 remote engineers

Team Challenges

- Current projects are wrapping up and focus is shifting to 2022 planning
- Hard to focus on work with holiday distractions and upcoming vacation
- Motivation and engagement are lower than usual



Is my team distracted by things going on outside of work?

Some employees seem checked out — is this temporary or a sign of a bigger issue?

How can I keep my team motivated and engaged?

Leading Indicators



Recommendations

Coaching Advice: Consider the following best practices to improve focus.

Align on the best schedule to collaborate/communicate vs perform deep work.

Streamline processes by consolidating applications into a single window or reducing tools required.

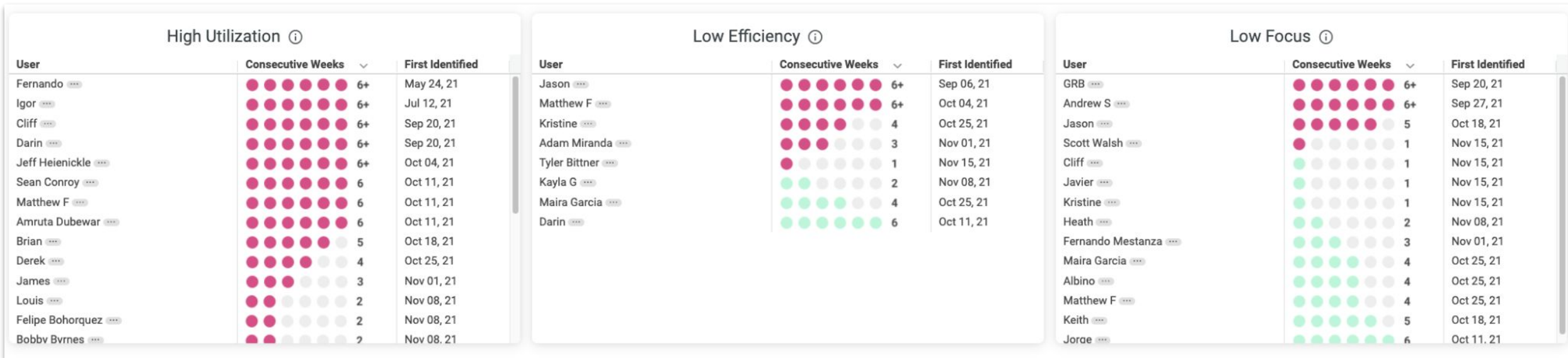
Align on team-wide blocked time with no meetings (i.e. Wednesday mornings) and block it across calendars to help ensure effectiveness.

Mute notifications from email and chat/messaging applications to increase focused time.

**How do you know
if it's working?**

Assessing Impact

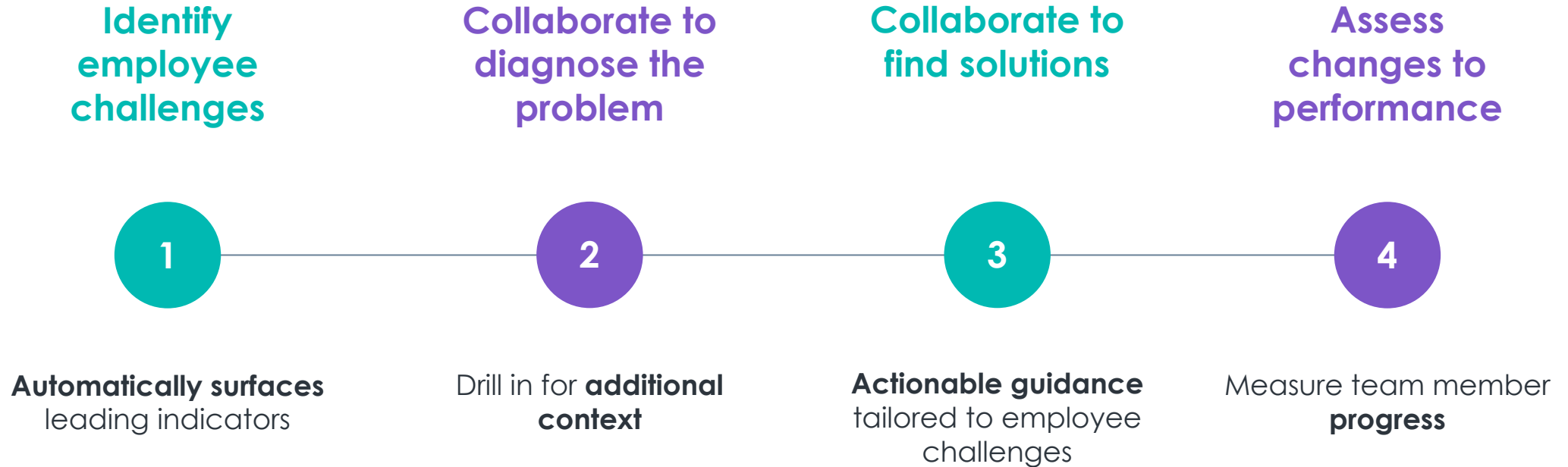
- Assess the impact of coaching on team members' work habits
- See whose behavior is improving over time and who may need additional coaching



Manager Benefits: Actionable Insight

- **Automatically surface** leading indicators of burnout and disengagement so you can address them before they become bigger problems
- Evaluate employee habits in the context of **longer term trends** — every situation is unique
- Get actionable recommendations to help increase team productivity, engagement, and well-being
- Drive collaborative, transparent conversations with team members to diagnose the problem and find solutions
- Assess the impact of your coaching on team member progress

Manager Benefits: Actionable Insight



Next Steps

Premium Plan Users

Review new [Coaching Opportunities](#) every Monday

[Subscribe to Coach dashboards](#) for automated weekly email updates

Non-Premium Plan Users

[Request a demo](#) of ActivTrak Coach

[Request a free Premium Plan trial](#) to try Coach for yourself

Q&A

Resource Center

activtrak.com/resources/

Blog

activtrak.com/blog

Help Center

support.activtrak.com

ActivTrak Academy

Find the resources you need to ensure your success with ActivTrak at every stage. Learn the fundamentals, create organizational alignment, and get best practices for turning workforce insights into action.

What do you want to learn today?

How to: Create organizational alignment

Introduce ActivTrak to your organization, onboard managers and employees, and lay the groundwork for a successful productivity program.



How to: Get started with the platform

Deploy the agent, configure your account to meet your organization's needs, and get familiar with key dashboards and reports.



How to: Interpret and act on your data

Understand what your workforce data is telling you, and how you can leverage it to improve team productivity and engagement.



Looking for knowledge base articles: Visit our [Help Center](#) →

Thank you!

