



Happy Employees: The Secret to a Healthy Bottom Line?

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TeleTech's eNewsletter Explores the Benefits of Building a Team of Enthusiastic and Engaged Employees

DENVER, May 14, 2015 /PRNewswire/ -- Studies have shown that employees who are happy and engaged in their work are more likely to deliver satisfying customer experiences, but in a time when the pressure to improve profits is high, many companies have turned their attention away from their employees. The results are staggering—recent research shows that only 13 percent of employees are enthusiastic about, and committed to, their work.¹

In an attempt to combat this trend and drive exceptional customer service, top brands have started to raise wages. The truth is that increasing pay is just one piece of the puzzle to building employee engagement. This month, [TeleTech's Dialogue](#) eNewsletter takes a close look at the obstacles facing employee engagement, and uncovers tips for overcoming them.

The May issue includes:

- A look at seven mistakes that [undermine employee engagement](#) strategies.
- An essay from the e-book, *The Technology of Us*, which explains the [steps employers can take](#) to embrace new modes of work and new types of workers.
- A five-step guide for bringing a company's [employee learning program](#) to the next level.
- An exploration of the [obstacles preventing companies](#) from achieving happiness in the workplace, and the steps that can be taken to drive change.
- A look at the reasons why it is so important to [implement programs and strategies](#) that support employee growth and education.
- An infographic that illustrates the [latest trends in employee engagement](#) and how companies are reacting to the changes.

The *Dialogue* eNewsletter is published 12 times a year and has been designed to inspire customer experience excellence. Each issue contains the best customer-centric thought leadership and in-depth research articles. [Click here](#) to subscribe.

ABOUT TELETECH

TeleTech (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 44,000 employees live by a set of customer focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience visit [TeleTech.com](#).

¹ [Gallup](#)

Investor ContactMedia Contact

Paul Miller	Elizabeth Grice
303.397.8641	303.397.8507

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