

# THEM2之：环境(E)与人的因素(H)

## 中国与新加坡呼叫中心比较



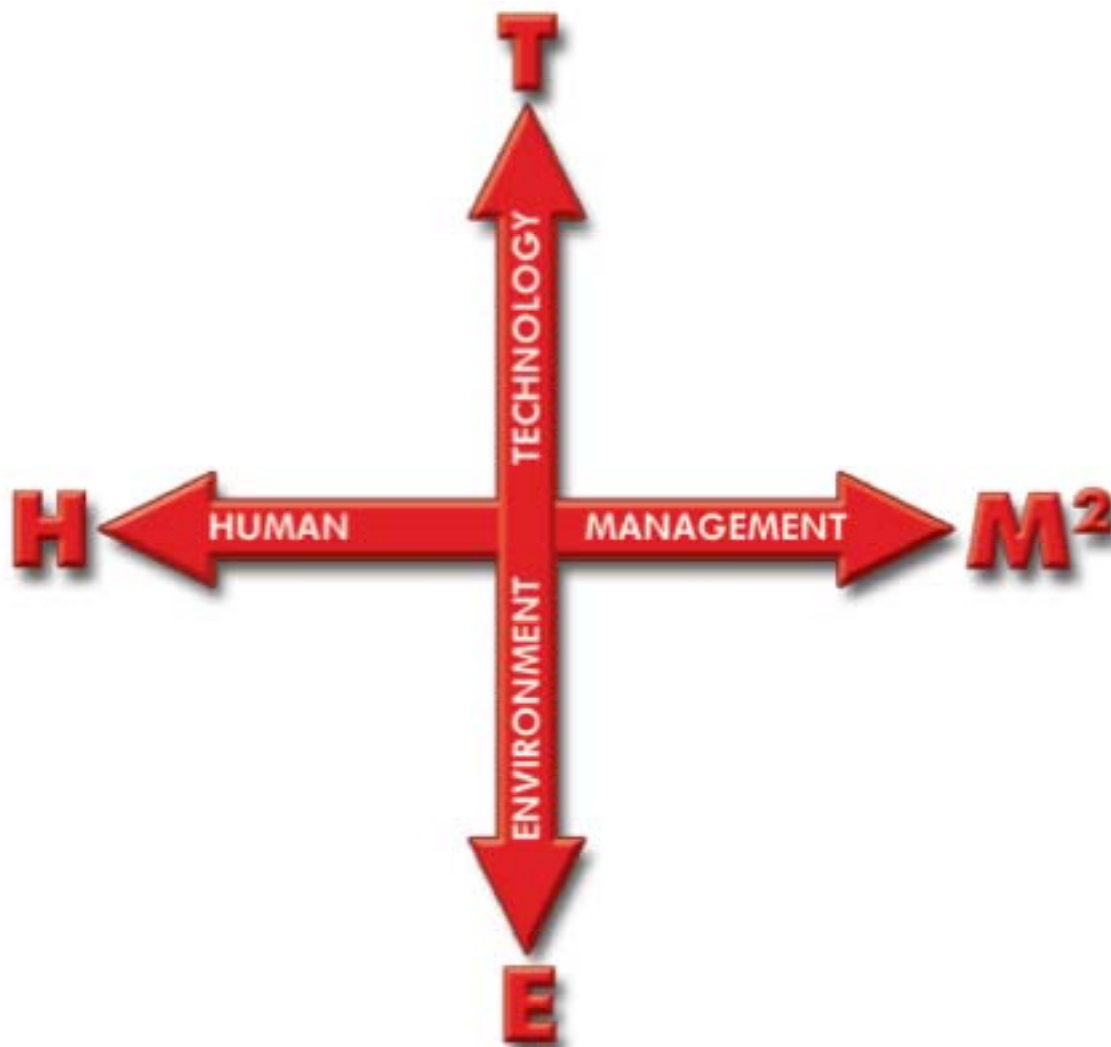
丰祖军  
Sagatori咨询合伙人



*See the possibilities ...*  
未形先睹 ...

*Unleash the potential ...*  
释放潜能 ...

**sagatori**  
CONSULTING





# Environment

## 环境

















Nick





## 象蜜蜂一样忙碌



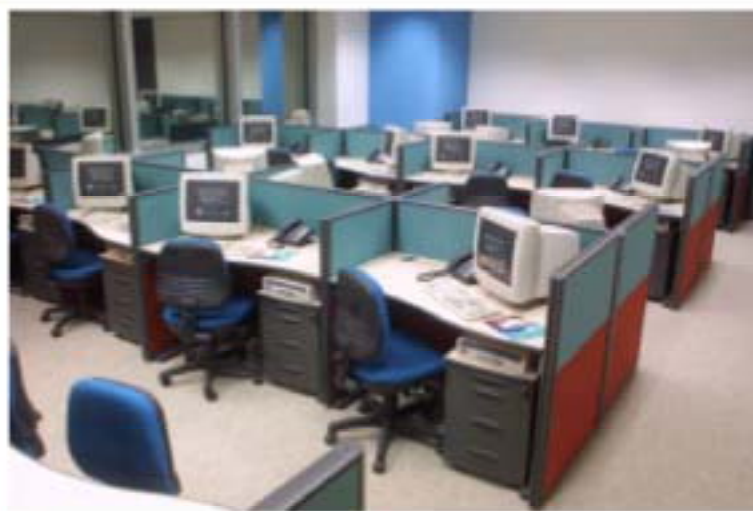








## 效率、舒适、文化



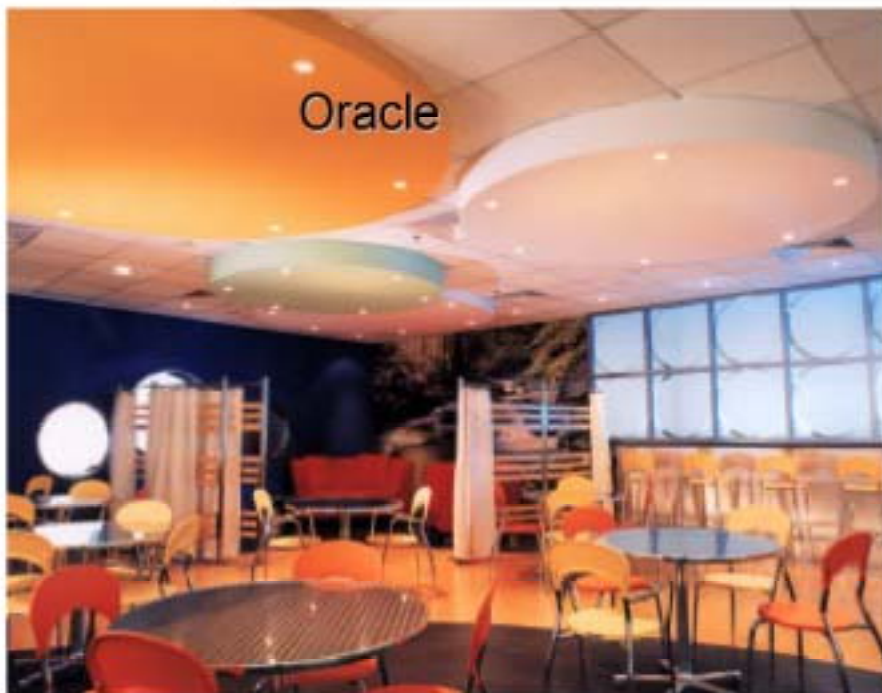


Freeman's Direct – Sheffield (UK)









Oracle



Singtel



# Human 人的因素





## 蓝领还是白领





# Call Center Magazine (USA)

- November Edition

**Agents don't leave call centers...**

**they leave supervisors.**

**It's critical to hire and retain the best talent.**  
Now it's easier than ever with the Team Leader Readiness Simulator™.  
This state-of-the-art system enables you to hire and develop outstanding team leaders that will increase agent performance and minimize

**Employment Technologies**  
CORPORATION



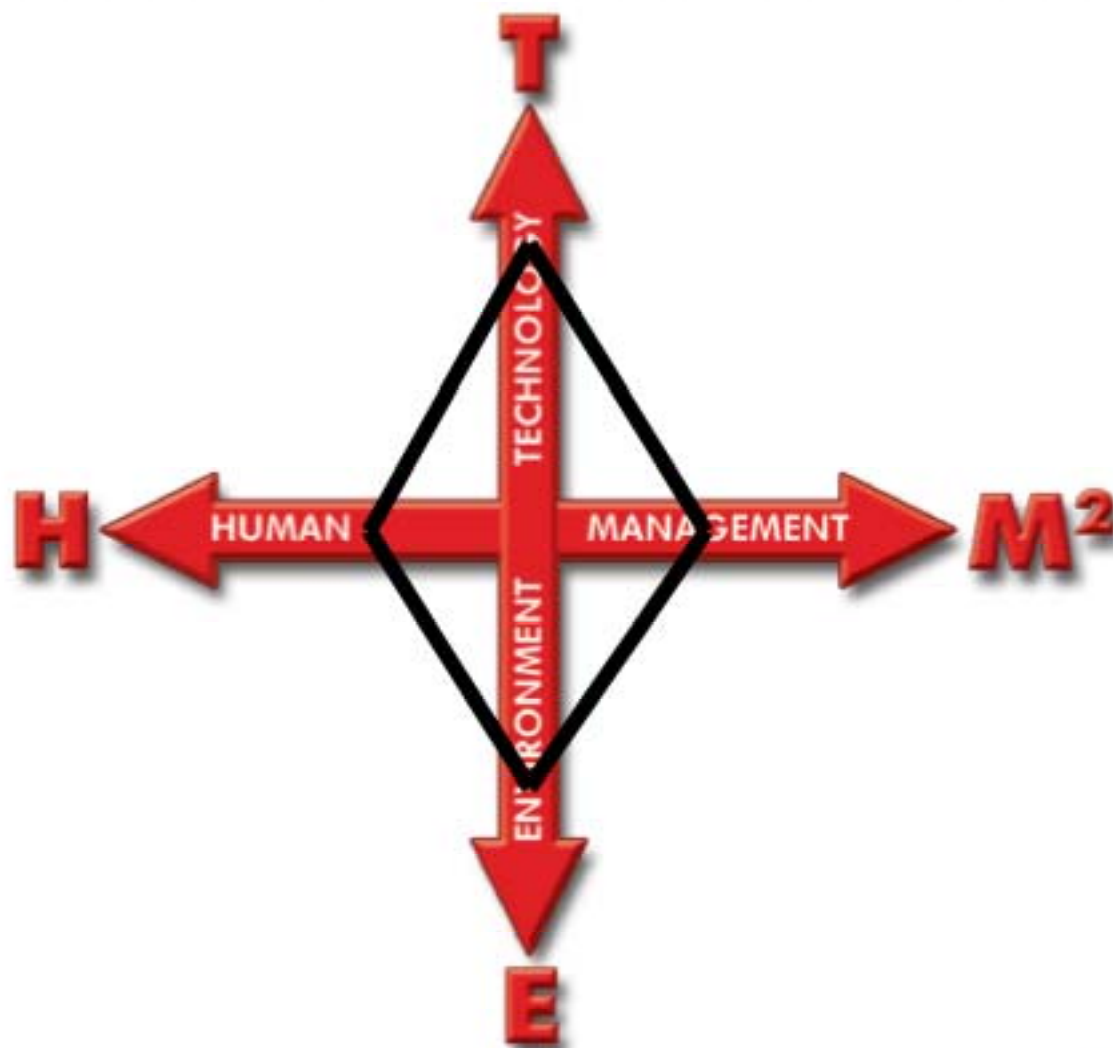
## Conclusion

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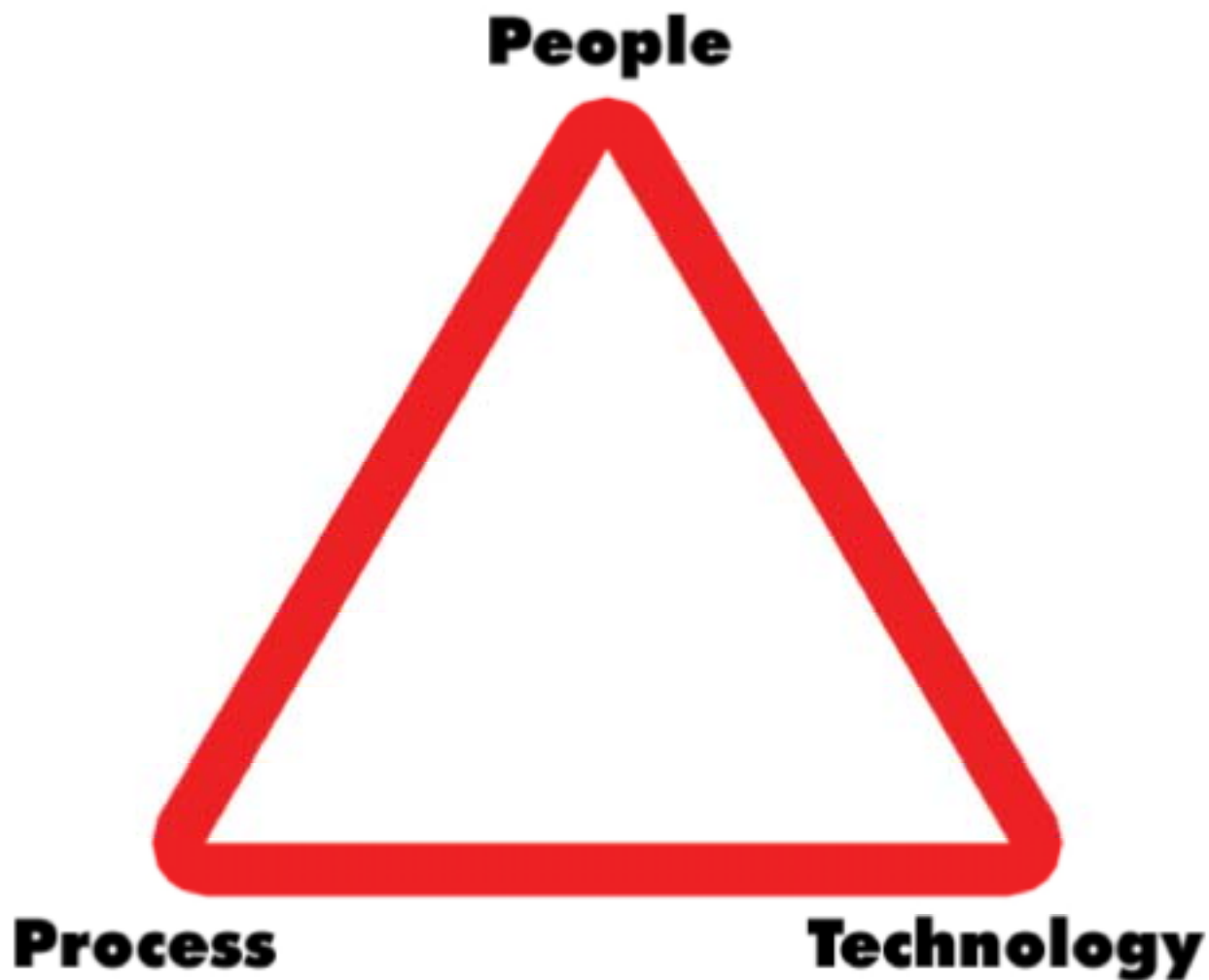


## THEM2





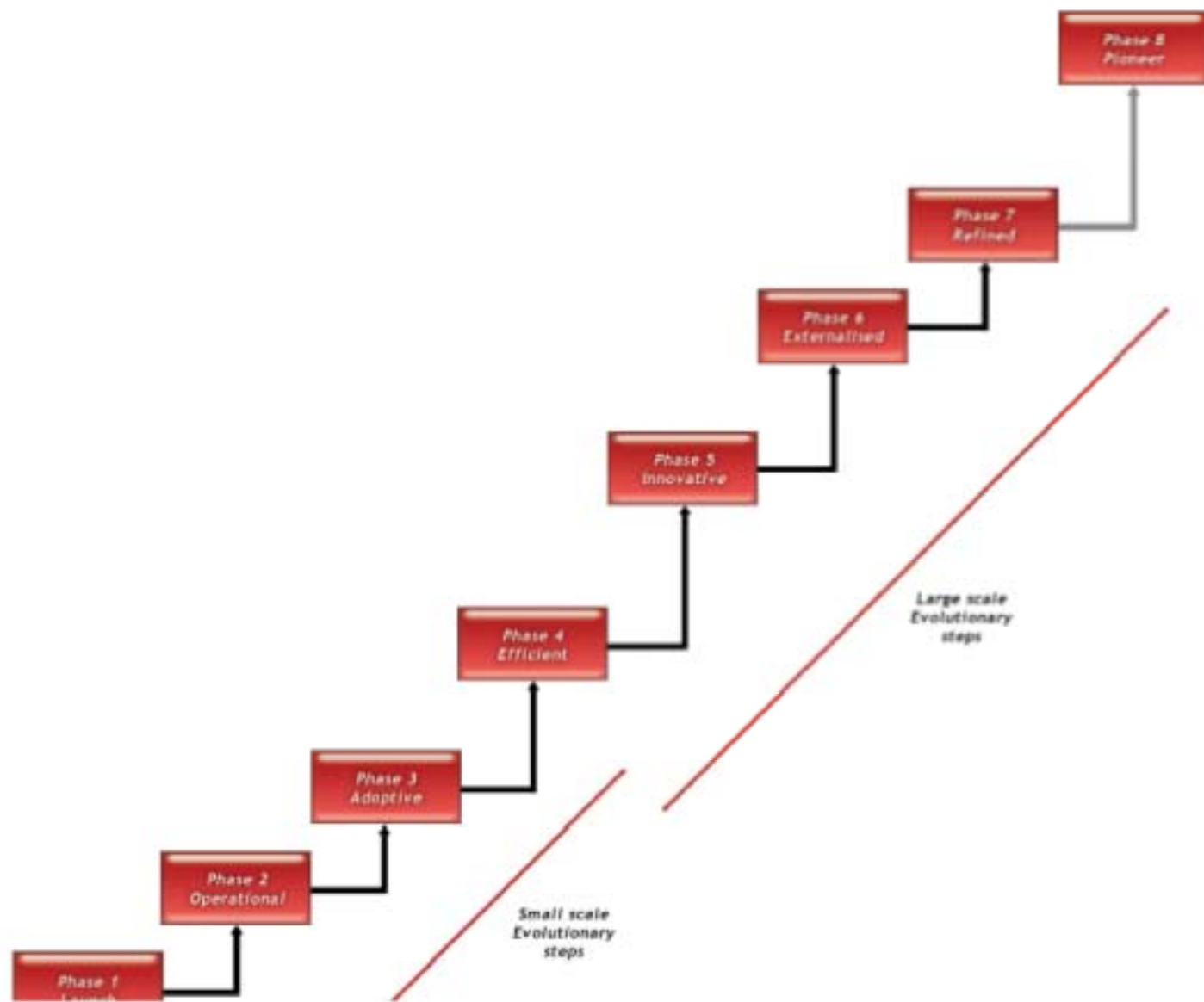
Out with the old







# 能力演进阶段(SC3E)



谢谢!



丰祖军

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