Change is emotional and challenging to manage

Be proactive and manage change at individual and team levels

Benefits

Unity and cross-functional team work, resulting in the correct decisions and methods

Common understanding and appreciation across the various teams, decreasing "finger pointing" when issues arise

"Is your change and conflict approach effective?"

"How unified are your IT and contact center teams?"

"Do you understand each other's goals, constraints, and work?"

"How do you influence positive change across all roles including agents?"

Challenge

A large contact center was challenged with replacing their chat and email contact center technology. The business teams were using an existing solution for more than four years. Stakeholders were attached to the features and did not want to lose the knowledge and comfort they had achieved. Unfortunately the technology was at end-of-life and a change was required. The business teams were extremely apprehensive of losing key features and decreasing productivity.

Effort

The first step was to mediate an understanding between IT and the business teams. A series of contact center observations, discussions, and one-on-ones were conducted. These sessions created a conduit of common understanding between the teams. Assessments of existing features in comparison to the proposed solutions were completed. It was apparent a like-for-like solution could not be offered to the business. Another series of discussions and one-on-ones were conducted to communicate understanding and empathy. The business and IT teams rallied together and agreed to a short term and long term set of solutions. Risk was substantially reduced and the solutions complemented each other while aligning directly to the goals of the company.

Results

Through a methodical means of mediation and compromise, the IT and business teams came to a mutual understanding and were united. Although neither party received everything they desired, a compromise was achieved to move the company forward as a whole. One of the leaders in IT stated, "The business will never be open to compromise and change…" After following the right approach, a desire for change was achieved.

Summary

IT and the business teams always have the best interests of their company in mind. However, how they approach change is different from each other. Unity and compromise can be achieved when the right strategy is used.

Considerations

Time, money, brand, and your ability to achieve contact center excellence will be impacted if the bonds between your IT and business teams are in conflict. Seek consultation to help mend these bonds before it begins to affect your service and ultimately your brand.

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Contact Center Excellence

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