## **Mastering Agent Motivation: Article 1. Analysis of Unmotivated Agents**

Benchmark Portal The SOURCE for Contact Centers

Refer to the "Exercise 1" section in the eBook

Category Name	Category Description	Perceived Reason for Lack of Motivation	Solutions	I would like advice on thi
category Name	Don't carry out improvements		3010110113	advice on thi
Evample: Dassive Agaressive	agreed to in coaching sessions	Don't feel extra effort makes any difference in their life		
Exumple: Pussive Aggressive	dgreed to in codening sessions	difference in their life		••••
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