Mastering Agent Motivation: Article 1. Analysis of Unmotivated Agents

Refer to the "Exercise 1" section in the eBook

Benchmark Portal
The SOURCE for Contact Centers

Category Name	Category Description	Perceived Reason for Lack of Motivation	Solutions	I would like advice on this
Example: Passive Aggressive	*Don't carry out improvements agreed to in coaching sessions*	*Don't feel extra effort makes any difference in their life*	*.....*	*....*