

The Four Horseman of the Leadership Apocalypse:



1. The Leadership Paradox

When leaders prioritize profitability over people, they actually decrease profitability because their approach reduces both employee and customer loyalty.



2. The Leadership Conundrum

Problems caused by leaders are rarely fixed by the leaders who cause them.



3. The Leadership Challenge

Leadership does not know how to effectively take care of its employees and customers as people. If they don't, figure it out, it will lead to their own termination.



4. The Leadership Lemmings

Executive leadership follows the industry and is highly resistant to change. In addition, these leaders demand that others follow their lead, making it very difficult for contact center leaders to rehumanize customer service.



The Result

[Read the Full Report](#)

Is Causing

The Crisis in Contact Center Management

The customer experience is at a 17-year low, agent turnover remains high at 7-8% a month, and quiet quitting is at 59%. This crisis is severely impacting company profitability, leading to “The Great Termination” of leaders.