

HelloTeam Helps National Telecommuting Institute Improve Performance and Engagement

We spoke to Leah Terrasi, Director of Programming, at the National Telecommuting Institute about how HelloTeam has helped her improve performance and engagement at her organization.

HelloTeam offers HR Professionals like Leah a robust set of features that make it easy to foster engagement and maximize motivation and performance. The features which especially benefited NTI were in the areas of peer recognition, sharing of news across the company and the responsive and adaptable nature of HelloTeam's services.

Supporting Peer Recognition

Leah had always assumed that peer recognition had been happening within her organization in the form of private messages between employees. However, HelloTeam helped to make this important part of team-building more public.

"It's been great to see it," says Leah. "People thanking each other and showing that. It's been really great to see it publicly and see people appreciate others for their teamwork."

HelloTeam allows employees to celebrate each other's hard work by sending virtual "high-fives" - a feature that has been well received at NTI.



"I think it's been a huge boost to people who get a high five; it's that little virtual pat on the back that for a lot of us is what we need to get through the next hard phone call or something that we might have to deal with at work."

Leah - National Telecommuting Institute

NTI



Company

Non-profit organization



Year Founded

1995



Location

Massachusetts, United States

The National Telecommuting Institute (NTI) is a non-profit organization in the USA that has been helping people with severe disabilities find work-at-home jobs since 1995. They screen approximately 12,000 applicants per year and train them to ensure they are prepared for call center work.

NTI successfully places between 500-600 Americans with physical disabilities in home-based call center jobs per year. NTI candidates have been placed in call center jobs with leading employers such as the IRS, John Hancock, Amazon, AAA/VForce and many more.



Improving Communication

Before using HelloTeam, communication at NTI was mostly email-based. "A lot of things were said in leadership meetings of heads of departments," Leah explains. "It was expected that the department heads would then go and communicate those things to their departments."

However, this became like a game of telephone - and resulted in confusing mixed messages. Updates on important changes, events and other relevant news would not be clearly disseminated throughout the company to all employees.

The features of HelloTeam eliminated this problem. The service features a dashboard that keeps employees up to date with the latest news and events, highlights milestones and much more. Everything happening within the company is summarized in a concise weekly or monthly email digest.

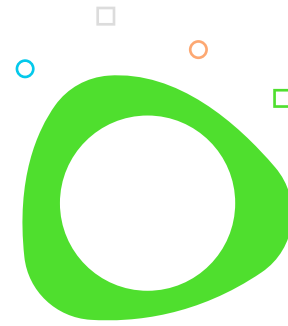
This feature meant that all employees were kept up to date on what was happening - which helps to improve performance and morale.

Flexible Features with Unparalleled Customer Support

When asked about the first word that came to mind when she thought of HelloTeam, Leah's immediate answer was "flexible."

"HelloTeam have always been willing to help me in any way that I've asked - or tried to figure out a way," she explains. HelloTeam is highly-adaptable and can be customized according to the needs of any company. Each customer is assigned a dedicated Customer Success Manager, who serves as a true extension of your HR and People Operations Team. This powerful combination ensures you have the resources to build an effective and engaged workforce.

Employees are the greatest asset for any organization - so it's critical to stay connected and listen to their needs. No matter what challenges you may be facing - HelloTeam is here to help engage your team and inspire them to better performance.



Learn More About HelloTeam



HelloTeam is an All-in-One Performance Management and Employee Engagement Platform. It allows all employees to stay up-to-date with organizational news and events happening within their organization. Company-wide events, announcements and updates can be sent out via the dashboard or a digest email.

HelloTeam also helps with surveys, monitoring employee goals, one-on-one communication, organizational charts and so much more. Their mission is to empower company leaders and HR departments to create better workplace culture and improve the experience for their team.