



Busy call center boosts morale by injecting a little fun into their daily routine

WHAT THEY DO

This Silver Spring, Md, team manages high volumes of anxious members seeking medical attention or advice. To help staff members deal with their own stress and frustrations, the team created a series of fun, healthy diversions: "crazy hat day," a '70s costume contest and lunch-time karaoke, among other things.

The number of employees reporting discomfort dealing with difficult callers

