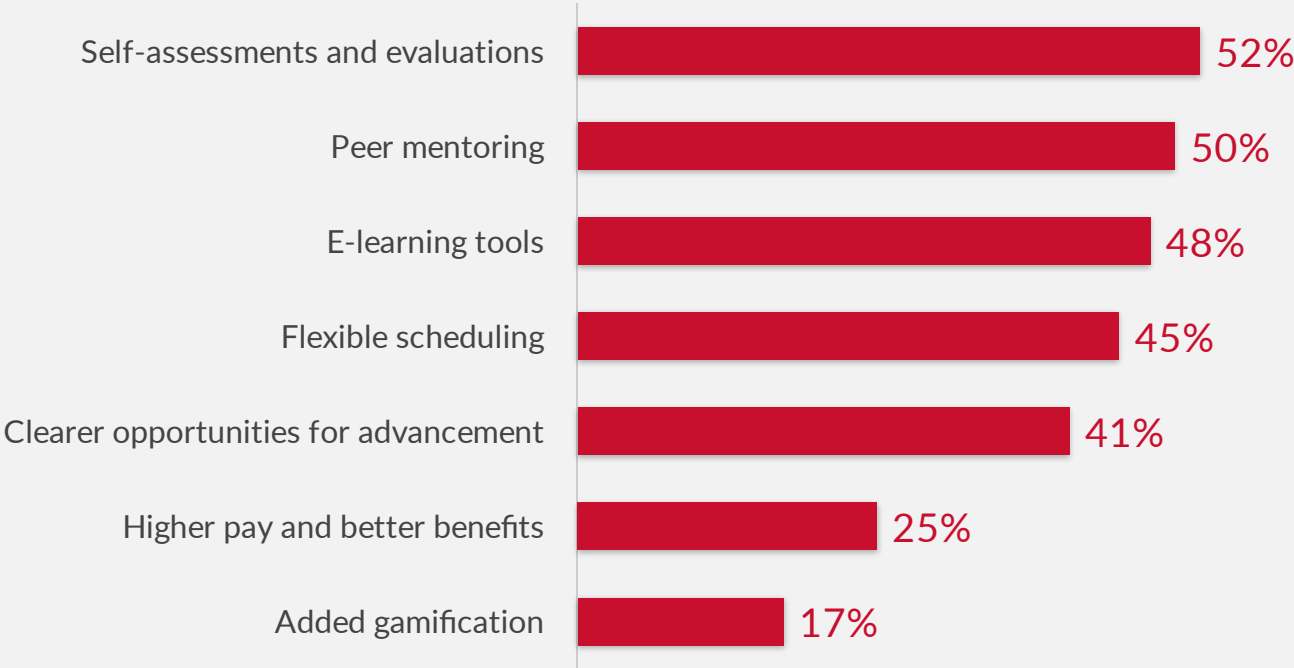# Organizations are Investing in Agent Development

In which ways have you changed employee training, coaching, and motivation programs to accommodate the need for loyal agents that can perform higher level activities?

Self-assessments and evaluations	52%
Peer mentoring	50%
E-learning tools	48%
Flexible scheduling	45%
Clearer opportunities for advancement	41%
Higher pay and better benefits	25%
Added gamification	17%