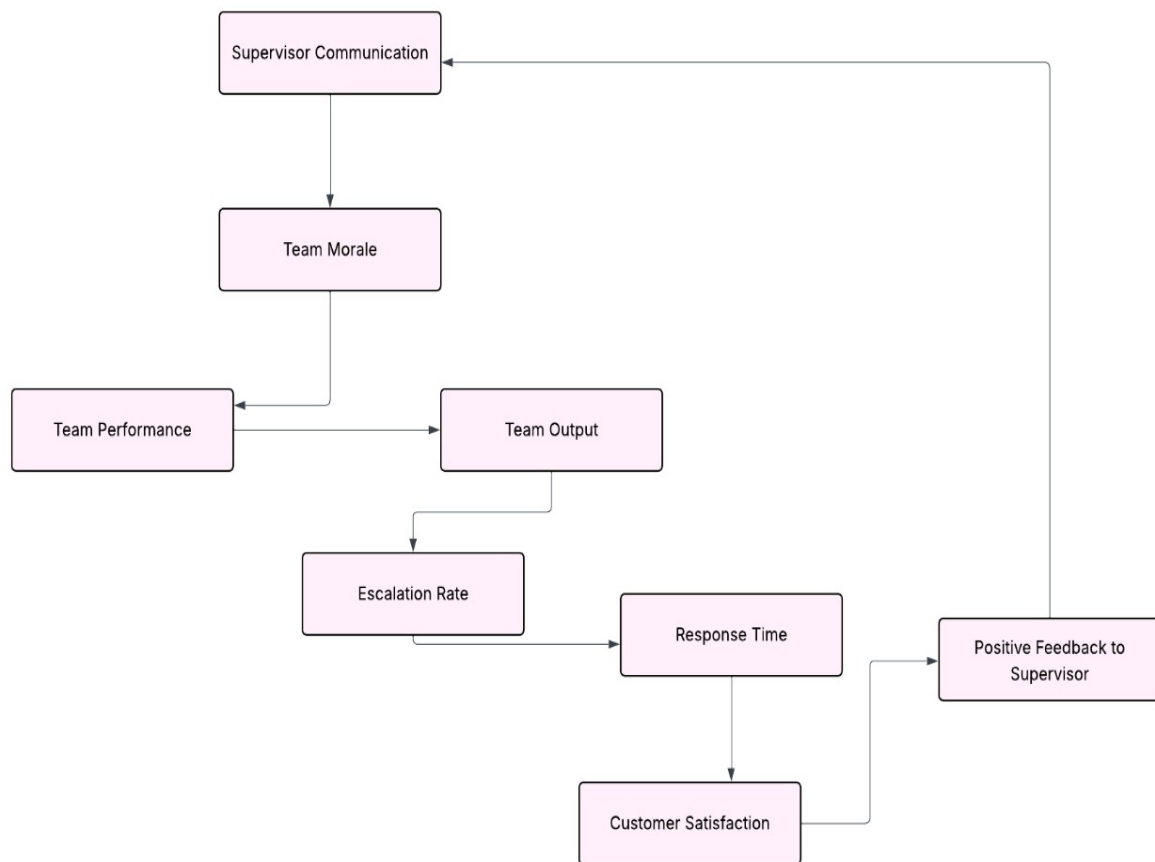


Causal Loop Diagram



This is a performance-based feedback mechanism in which the Supervisor Communication helps to boost Team Morale, which in turn influences Team Performance and Team Output. Increased productivity will reduce the Escalation Rate, increasing Response Time and thereby contributing to Customer Satisfaction. Positive Feedback to Supervisors ensures reinforcement of the communication cycle, as satisfied customers would give positive feedback (Milanovic et al., 2021). This model will be critical in the real world for structuring service teams optimally because it demonstrates that internal morale and communication have a direct effect on customer experience and the success of operations. This framework enables businesses to apply continuous improvement strategies, focusing on leadership development, performance monitoring, and accountability through feedback at both team and managerial levels (Onaghinor et al., 2022).

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