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INSPIRE a Positive Customer Experience

Introduce Concept of a Positive Customer Experience

Obtain Leadership Buy-In
- Attend Staff Meetings
- One-on-One's
- Share Vision

Engage Teams
- Create Communication Plan
- Solicit Input
- Pilot Approach

Create Process
- Get Manager Input
- Standardize Approach Where Possible
- Share Vision

Create Metrics
- Survey

Plan Vision Sharing
- Town Halls
- Customer Meetings
- One-on-One's
- Department Presentations

Model Rollout
- Managers Create Plans
- Teams
- Individuals

Share Results
- Surveys
- Success Stories
- Customer Follow-ups

Execute Plans

Identify Training Needs
- One-on-One's
- Group Sessions
- On-line

Manager Involvement
- Weekly/Daily
- Follow-ups
- Post Plans
- Team Meetings

Identify Gaps
- Review Results

Incorporate into Performance Reviews

Continuously Shared Vision of the Value of a Positive Customer Experience