



ENGAGING YOUR WORKFORCE TO
DELIVER GREAT CX IN THE NEW REALITY

@_shanegreen
www.shanegreen.com

CULTURE HACKER
REPROGRAMMING THE EMPLOYEE EXPERIENCE

What is the biggest change to your CX today?

DISCUSSION

What is the one thing you are doing today to set yourself up for CX success tomorrow?

DISCUSSION

What are you doing to keep your people engaged and demonstrate that you care?

DISCUSSION

THINGS TO CONSIDER RIGHT NOW



1. Challenge your Mission and Values to be sure they are relevant in this new environment
2. Connect with customers to see how they are doing and how you can help them
3. Check in with staff each week (regardless of status) to see how they are doing
4. Be prepared to re-orient all your staff to your mission, values, and customer needs
5. Remember your staff will need to time to practice interactions and processes under different conditions
6. Prepare your staff for when things go wrong. Have a plan B, C & D

“It is not the most intellectual of the species that survives; it is not the strongest that survives; but the species that survives is the one that is able best to adapt and adjust to the changing environment in which it finds itself.”

- Charles Darwin, Naturalist

ADAPT & ADJUST

A person wearing a grey suit jacket, white shirt, and dark tie is holding a large white rectangular sign. The sign contains the text 'thank you' in a cursive font, with 'thank' in black and 'you' in green. Below this, there are contact details and a logo for 'CULTURE HACKER' with the tagline 'REPROGRAMMING THE EMPLOYEE EXPERIENCE'.

thank you

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