

# ENGAGING YOUR WORKFORCE TO DELIVER GREAT CX IN THE NEW REALITY



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?

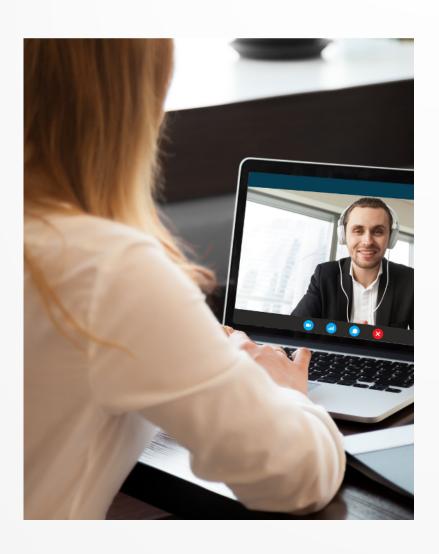
#### DISCUSSION



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

### DISCUSSION

#### THINGS TO CONSIDER RIGHT NOW



- Challenge your Mission and Values to be sure they are relevant in this new environment
- 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
- 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**





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CULTURE HACKER