



Raising Standards in
Customer Operations

Insight & Quality Roundup

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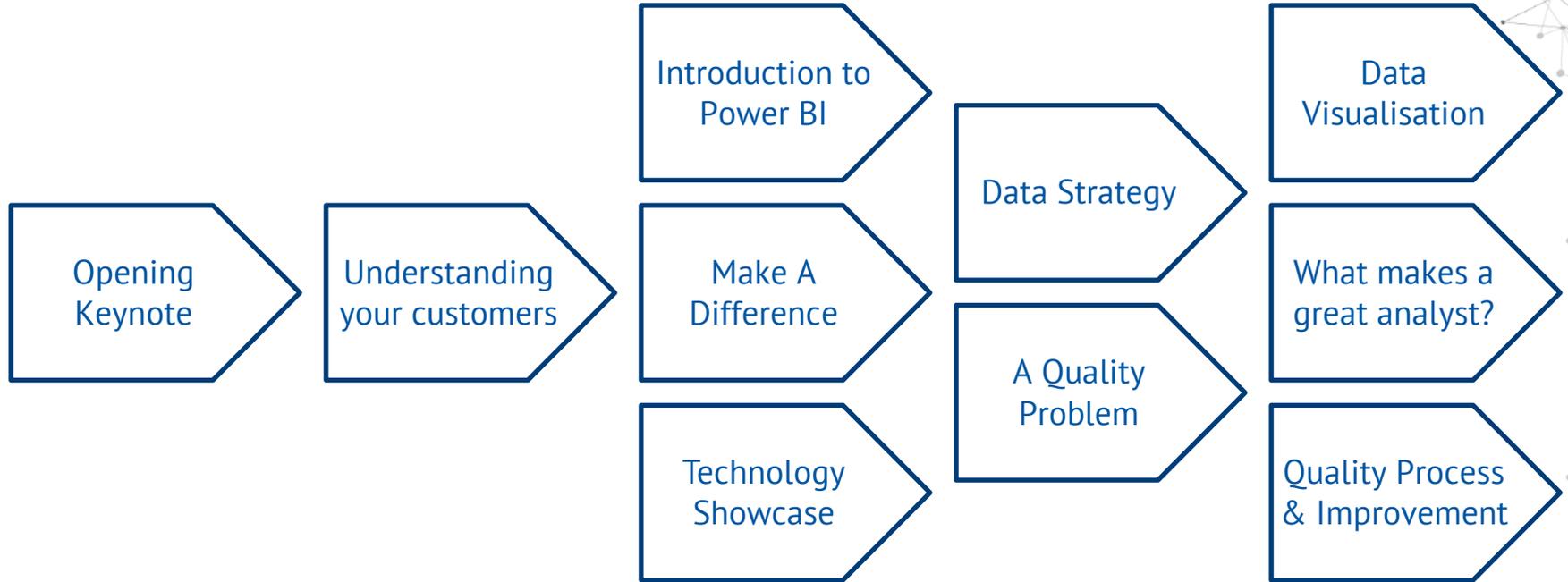
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What have you experienced today?



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Share your ideas and takeaways

What is one thing you are going to do differently after today?



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Sets a goal

Discuss round your table

- What do you want to achieve?
- How has today's learning helped you in that?
- What do you still need, and from whom?

Note it down



What happens next?



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Remembering



Time



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Getting round to it

Add picture later

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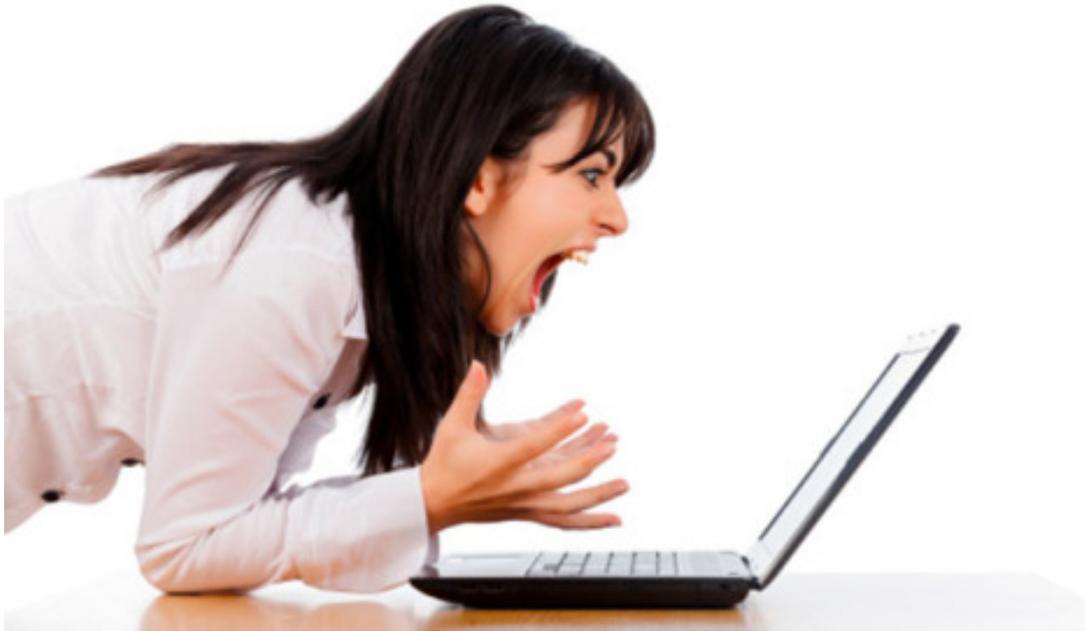
Getting the necessary buy in



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It will be difficult



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Boost HR[★]

PLAN vs ACTION

Boost HR★

**DON'T CONFUSE
START
WITH
BEGINNING**

**TELL SOMEONE.
ANYONE.
EVEN IF IT'S THE DOG.**

Boost HR[★]

**DROP
THE EGO**

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Make the difference



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