

ONE TO ONE CX

Energizing Culture, Coaching and Customer Experience

INTRODUCING THE WORLD'S FIRST COMPLETE, END-TO-END OPERATING SYSTEM FOR CULTURE

HOW DOES IT WORK?

While there are plenty of pieces to the puzzle, years of experience working with hundreds of companies in virtually every industry have shown us that to fully embed your culture requires two simple, but critical steps:

1. Define the behaviors (we call them “Fundamentals”) that drives success in your organization
2. Create a structured, systematic way (through what we call “rituals”) to teach those behaviors over and over again so that they become ingrained in your people

WHAT'S INCLUDED?

- Access to a full library of the best Fundamentals culled from our experience, already written for you, and guidance on how to choose the ones that best fit your company
- Expert advice on how to create the most appropriate rituals for your organization, based on industry and type of workforce
- Step-by-step guidance on how to roll it out effectively to get the full and enthusiastic engagement of your team
- Access to a massive library of teaching content for every Fundamental, including hundreds of daily QuickTips, teaching points, coaching tips, questions for discussion, videos, and scenario-based lessons – all delivered through a powerful mobile app
- Simple, user-friendly tutorials to guide you every step of the way
- Complete reporting on every aspect of employee engagement in the program
- Support from highly trained Implementation Specialists



For more information, contact:

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ONE TO ONE, CX WEBSITE