

# H.I.T Leadership – ECE3

## Discovery & Plan – Employee and/or Customer Engagement (ECE3) (intro, discovery, review, plan, sign off)

*Similar to the Full-Service offering, we work together and confirm where your business / organisation currently is, in regards to Employee and/or Customer engagement best practice, where you want to get to (your overall investment plan and goals) and then plan the road to get there.*

*Using both qualitative and quantitative data, together we will shape the employee strategy around the high-level themes identified and provide you with a clear plan with guidance on rolling it out.*

*This service is more suited for when you have a team able to implement the plan for you but need help gathering the data and presenting it in a meaningful way. It is also a great way to build business cases and demonstrate why investment is made in a certain area.*



| Ref: ▼ | Name ▼                                                 | Deliverables ▼                                                                                                                                                                                                                                                                                                                                                                                  |
|--------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECE3   | Discovery & Plan - Employee and/or Customer Engagement | <ul style="list-style-type: none"><li>* Introduction pack</li><li>* Discovery Results</li><li>* Final Summary Review with Board/Dept Approval</li><li>* Plan of deliverables, with RACI, due dates, critical milestones, dependencies and resources</li><li>* An experience you will enjoy, then build on</li><li>* positivity, passion, empathy, honesty, Integrity and transparency</li></ul> |

For a detailed Project plan and quotation please contact:

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