

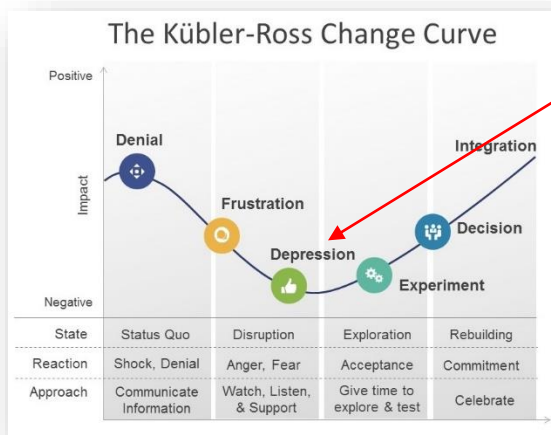
H.I.T Leadership – ECE2

Full Service – Employee and/or Customer Engagement (ECE2)

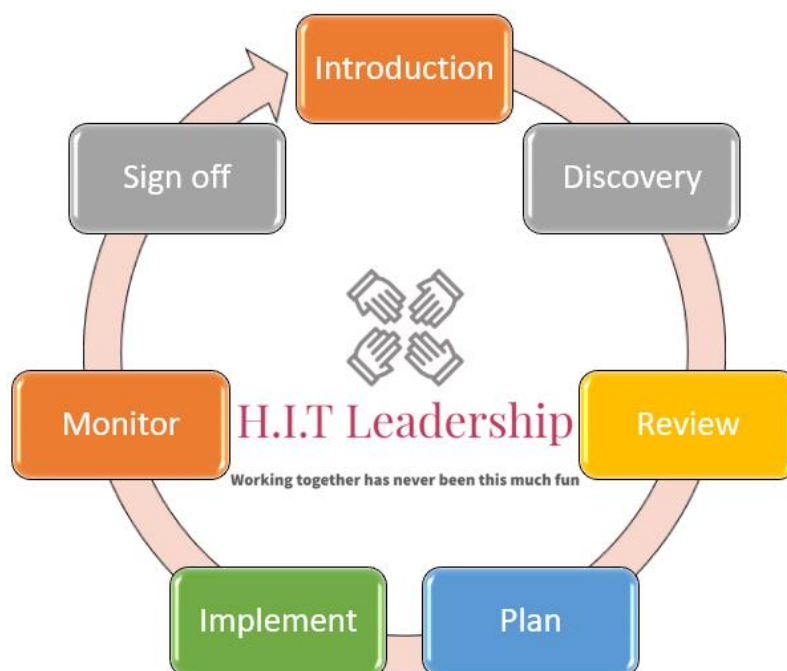
(intro, discovery, review, plan, implement, monitor, sign off)

Working together we will 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 how we're going to get there.

Using both qualitative and quantitative data, we will shape the Employee / Customer strategy around the high-level themes identified and with excellent communication and Business Change Management expertise we will bring everyone along for the journey. Clear, honest, fun and insightful communication that engages and enthuses the majority and will set the path way towards your end goal. Any stakeholders who are on the Change curve before Experiment phase will be supported and nurtured collaboratively.



Measurables are put in place to demonstrate the enhancements and also any continuous improvements activities that have come to light due to the changes. We monitor, review and sign off when you are ready, and not before.



H.I.T Leadership – ECE2

This service immerses HIT Leadership deeply within your company's fabric and explores intensely into the Employee / Customer psyche so no stone is left unturned. This approach gets to the heart of the challenges quickly and efficiently leaving your business / organisation to thrive and grow in line with your Vision.

Ref: 	Name 	Deliverables 
ECE2	Full Service - Employee and/or Customer Engagement	* Introduction pack * Discovery Results * Final Summary Review with Board/Dept Approval * Plan of deliverables, with RACI, due dates, critical milestones, dependencies and resources * Agree Risk, Actions, Issues Dependencies and Decisions log (RAIDD) * Project sign off of deliverables * An experience you will enjoy, then build on * positivity, passion, empathy, honesty, Integrity and transparency

For a detailed Project plan and quotation please contact:

Email: enquiries@hitleadership.co.uk

Other: 07976 183625