

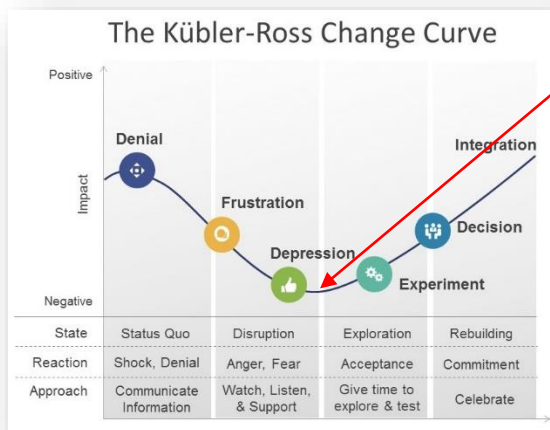
# H.I.T Leadership – ECE1

## Immersed – Employee and/or Customer Engagement (ECE1)

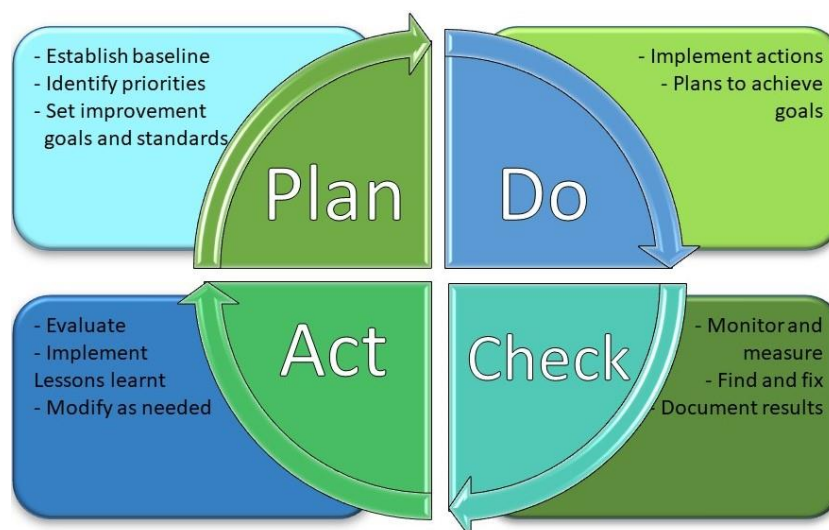
*(intro, discovery, review, plan, implement, monitor, PDCA)*

Working together by entrenching HIT Leadership within your organisation, 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 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 Plan, Do, Check and Act (PDCA)



# H.I.T Leadership – ECE1

This service immerses HIT Leadership team deep 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 ▼                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECE1   | Immersed - 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>* Agree Risk, Actions, Issues Dependencies and Decisions log (RAIDD)</li><li>* Project sign off of deliverables</li><li>* continued Plan, Do, Check, Act ethos and process, wearing a CI hat</li><li>* Monitoring Management and providing Exec Reporting Summaries</li><li>* An experience you will enjoy, then build on</li><li>* positivity, passion, empathy, honesty, Integrity and transparency</li></ul> |

What is different from ECE2 is that there is no end in sight as it's a continuation with regular reviews, tweaks, monitoring, addressing new needs and growing with the company.

For a detailed Project plan and quotation please contact:

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