

Panel Leading to Roundtable | [Customer-Centric Transformation] Knitting Customer and Employee Experiences to Scale Customer Centricity Cultures



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How mature is the culture of Customer Centricity in your organisation?

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Question 1

Can you share an example of a time when your customer and employee experiences ?

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Question 2

What are some specific ways that we can knit together our customer and employee?

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Key Takeaways

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Roundtable Discussion

- 1. Can you share an example of a time when your customer and employee experiences were aligned, and how this led to a positive outcome?**
- 2. How to scale customer-centric practices across organisation?**