



Idea Hunter

Crowd Ideation to Engage Everyone

Many people find it challenging to maintain momentum after training. The day after your training it's like it never happened...

Strive Consulting offers Idea Hunter, a mobile digital tool that continues to engage people after the event. Participants can put what they've learned to use and crowdsource ideas and situations to create a flow of inspiration.



Take your ideation out of the conference room

Once you know how to appreciate CX, good examples and cases are everywhere

Idea Hunter makes ideas accessible at all times, ensuring that they are handy whenever inspiration is needed. It allows staff, management, key partners, and even customers to play a part in the ideation process. Frontline staff are the greatest source of ideas, as they interact with customers every day.

Using the framework and directions provided by the Experience Archetypes®, participants “hunt” for and share ideas in their daily lives and work. Good ideas are recognized and rewarded. Breakthrough ideas come to those who are always looking for them. Once people start looking for ideas, they find them everywhere.

Key benefits:

- After class, members are engaged. They will implement what they have learned in the course and continue to learn.
- Connects everyone in the organization and allows them to participate in CX creation.
- Provides a platform for administration and staff communication.
- Encourage innovation so that employees who have excellent ideas are recognized and rewarded.
- Creates an idea box for motivation and an innovation pipeline.



Everyone is your Idea Hunter

TRAINER AND FACILITATOR

Vicky Lo has over 14 years of experience in the integrated resort and casino gaming industry, specializing in training and development. She believes training should meet skill needs and provide an enjoyable learning experience that stimulates curiosity and inspires discovery. Vicky expertly combines various global training methods and tools to design unique and effective programs.

Expanding her specialty to Customer Experience (CX), Vicky leverages her rich hospitality background to enhance customer interactions and satisfaction. Her expertise in training and development within large organizations allows her to craft programs that significantly improve CX.

Vicky has mastered the ADDIE model and covers topics like customer experience management, business acumen, operations management, service storytelling, people management, and continuous improvement. She has worked at Sands China, Galaxy Entertainment Group, and Four Seasons Hotel Riyadh, excelling in transforming complex content into accessible training.

Leading teams to develop engaging and interactive solutions, Vicky's courses are known for their humor, flexibility, and practical application. She has received high praise from thousands of trainees and clients across various industries, including healthcare and children's education.



Consumer Experience is a market phenomenon, and it is constantly evolving. Brand-customer relationships have changed, and brands must adapt to expand or merely survive. Achieving a successful customer experience requires a constant multidisciplinary process involving everyone's efforts. Strive Consulting provides Customer Experience Solutions to address the following concerns:

1. How to kickstart CX?
2. How to setup CX strategies?
3. How to have everyone buy-in and involved?
4. How to apply innovation to CX?
5. How to create and execute ideas?
6. How to make impacts with limited resources?
7. How to promote your CX?
8. How to measure experience and track performance?
9. How to get people up to date on CX?
10. How to cultivate CX culture?

Customer Experience Solutions



e-Learning
Learn Fundamentals



Crowd Ideation
Engage Everyone



Co-create Workshop
Innovate Experience



Quantitative Research
Measure Results



e-Learning
Stay Updated