



Customer Experience Update

Keep Employees In The Know

Practicing customer experience is, in and of itself, a change management procedure. It is a journey until the transformation becomes the method of doing business. Communication is essential for securing employee buy-in and adoption, as well as educating workers about the upcoming changes.



An online update keeps everyone informed and involved

For an effective customer experience implementation, a compelling internal communication strategy is required. Employees begin to ignore change when they do not see it or hear about the progress that is being made; they definitely do not want to be a part of it.

CX update, our e-program to help companies with internal communication. It reminds employees of what client experience is and why it is happening. It describes the patterns using up-to-date cases and examples. It educates employees and reinforces fundamental customer experience knowledge.

CX Update tells employee and customer tales and discusses progress updates, wins, and successes with clients. Sharing critical information such as research and monitoring results, as well as customer feedback. Keep the information pertinent, consistent, and motivating, and connect it as much as possible to the Experience Archetypes®.

Communicate about CX transformation initiatives on a regular basis. Keep employees informed and involved, and you'll see acceptance and buy-in to the journey stronger than you could have anticipated.



CX Updates secures employee buy-in and adoption

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