

10 LESSONS FOR CUSTOMER EXPERIENCE TEAMS



When you take on the role of advocating for change within an organisation, who need to be passionate about it. This can sometimes be the very thing that slows your process because you can lack empathy for those who don't see the world the same way you do. Ironic considering what you're trying to create within the organisation. Be patient with those that don't share the same passion and also be accepting of others who may never join the party.

Be patient with those who don't see the value... yet