

Valued
Employees
drive
Customer Loyalty



CLAIRE BOSCOQ ♦ SCOTT



Feeling
good...



88%
of all people who
work in the U.S
feel they work for an
organization that
does not care
about them...



Deloitte







13%

63%

24%

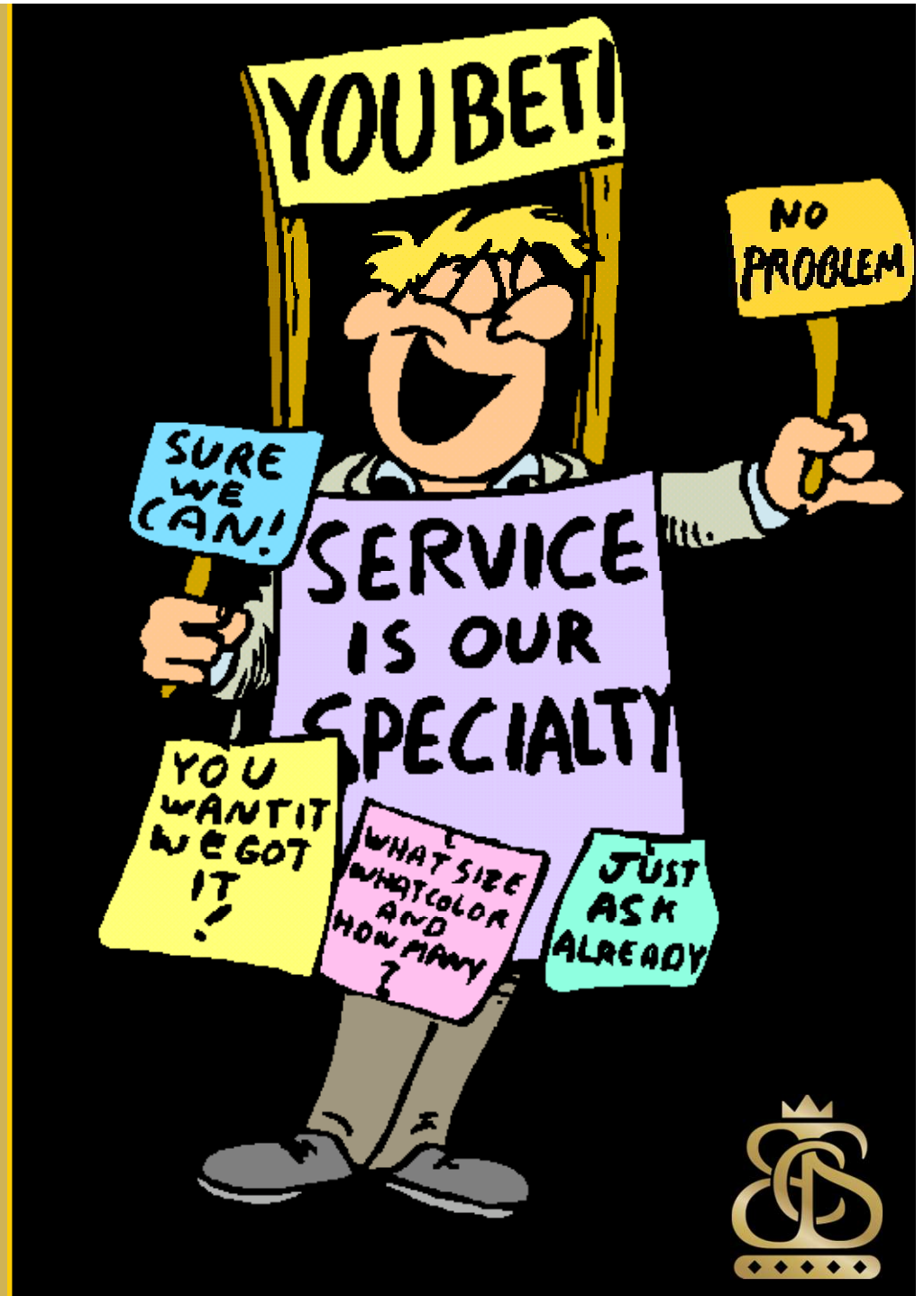
16%

72%

12%



- ✓ Meet needs
- ✓ Trust
- ✓ Empathy
- ✓ Listening
- ✓ Solutions focused
- ✓ Feel Important
- ✓ Personalise
- ✓ Interest
- ✓ Flexibility
- ✓ Innovation
- ✓ Cared for
- ✓ VALUED





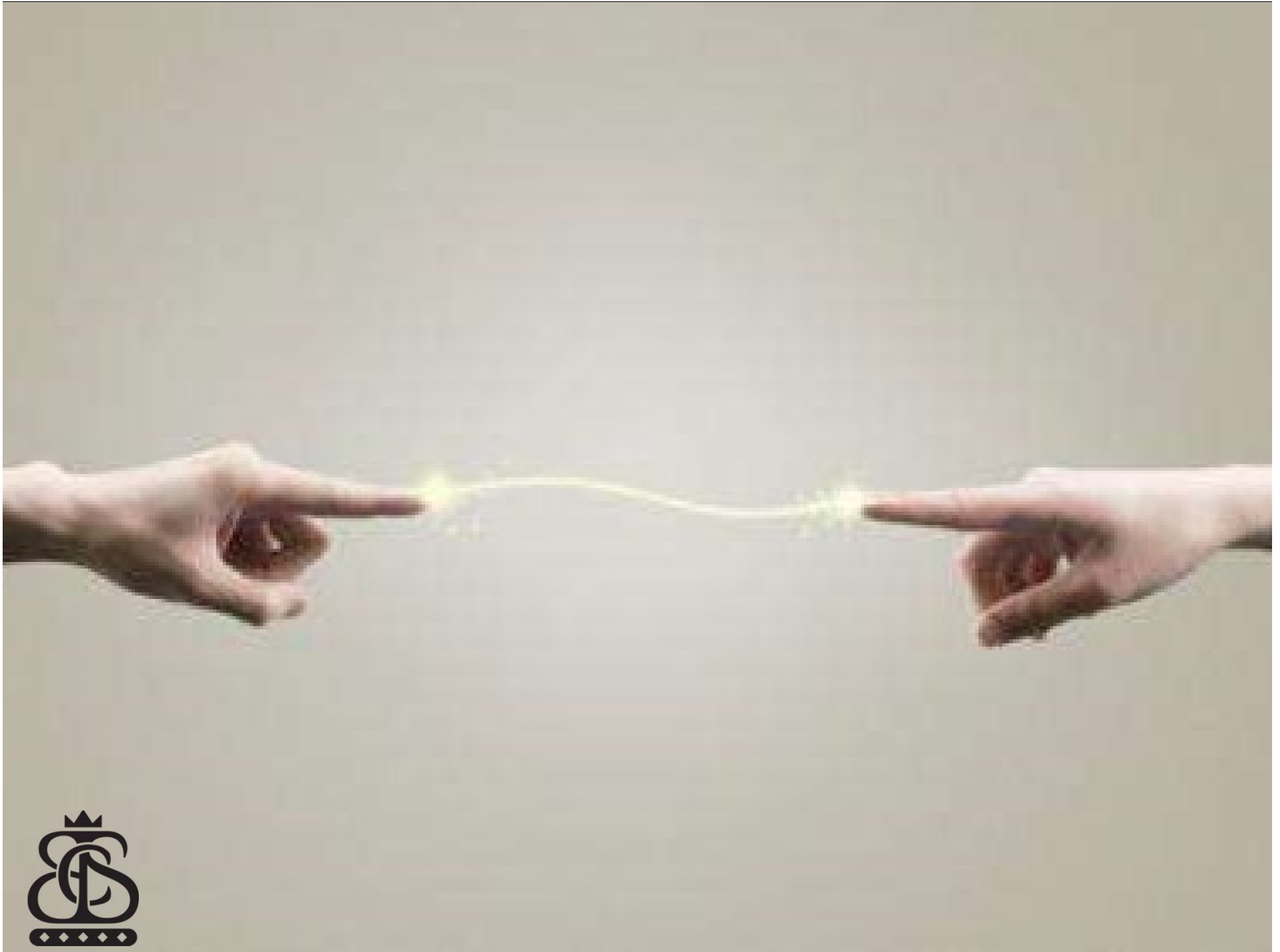
The background of the entire slide is a photograph of Cinderella Castle at Walt Disney World. The image is divided into three horizontal sections by black bands. The top band is blue, the middle band is black, and the bottom band is black. The castle's spire is visible in the top blue band, and the main body of the castle is visible in the bottom black band.

EXCEEDING Expectations

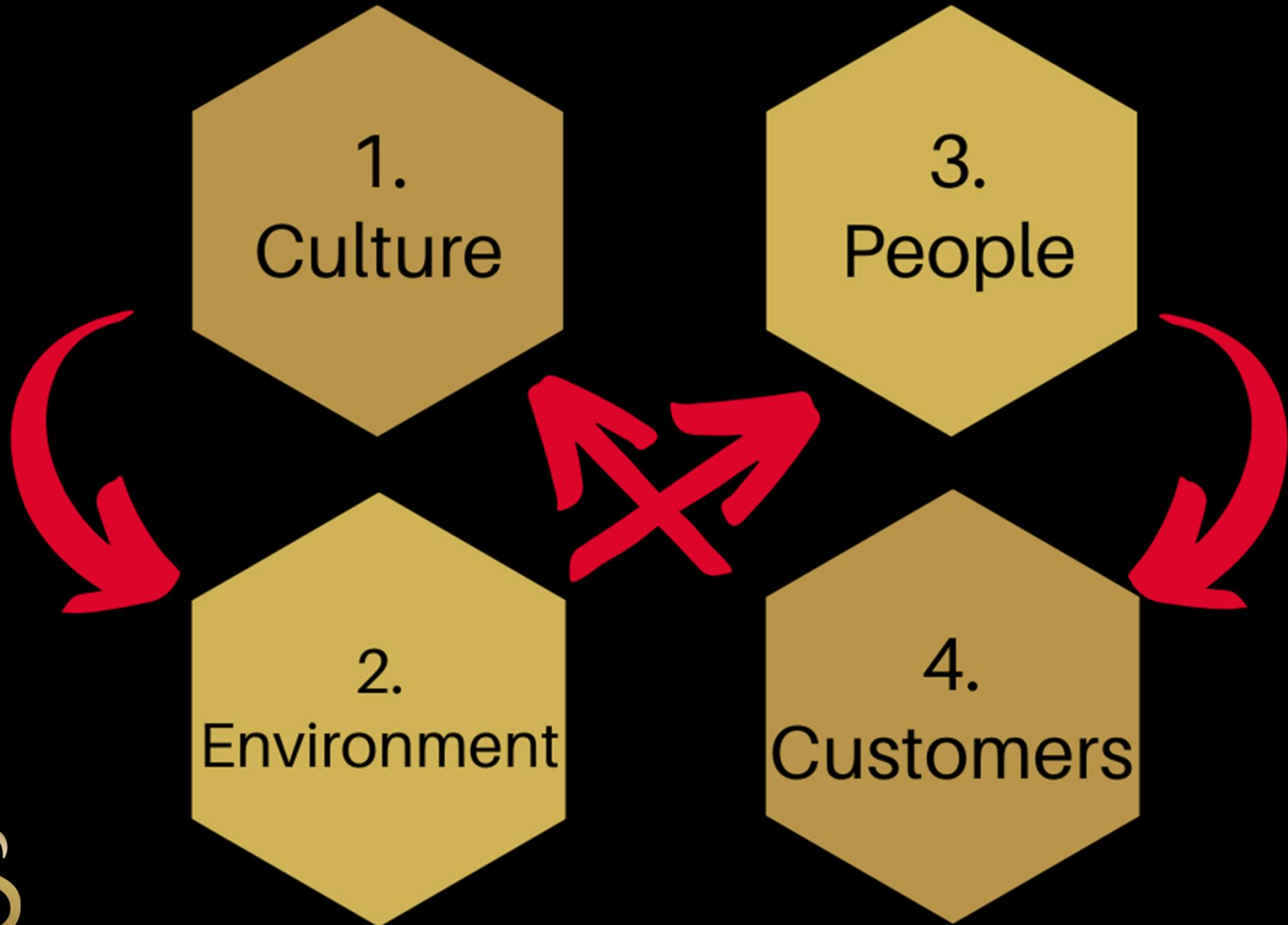
OBVIOUS Expectations

BASIC Expectations





WAGGLE DANCE



Culture





Inspiring with vision



Aligning values



Environment





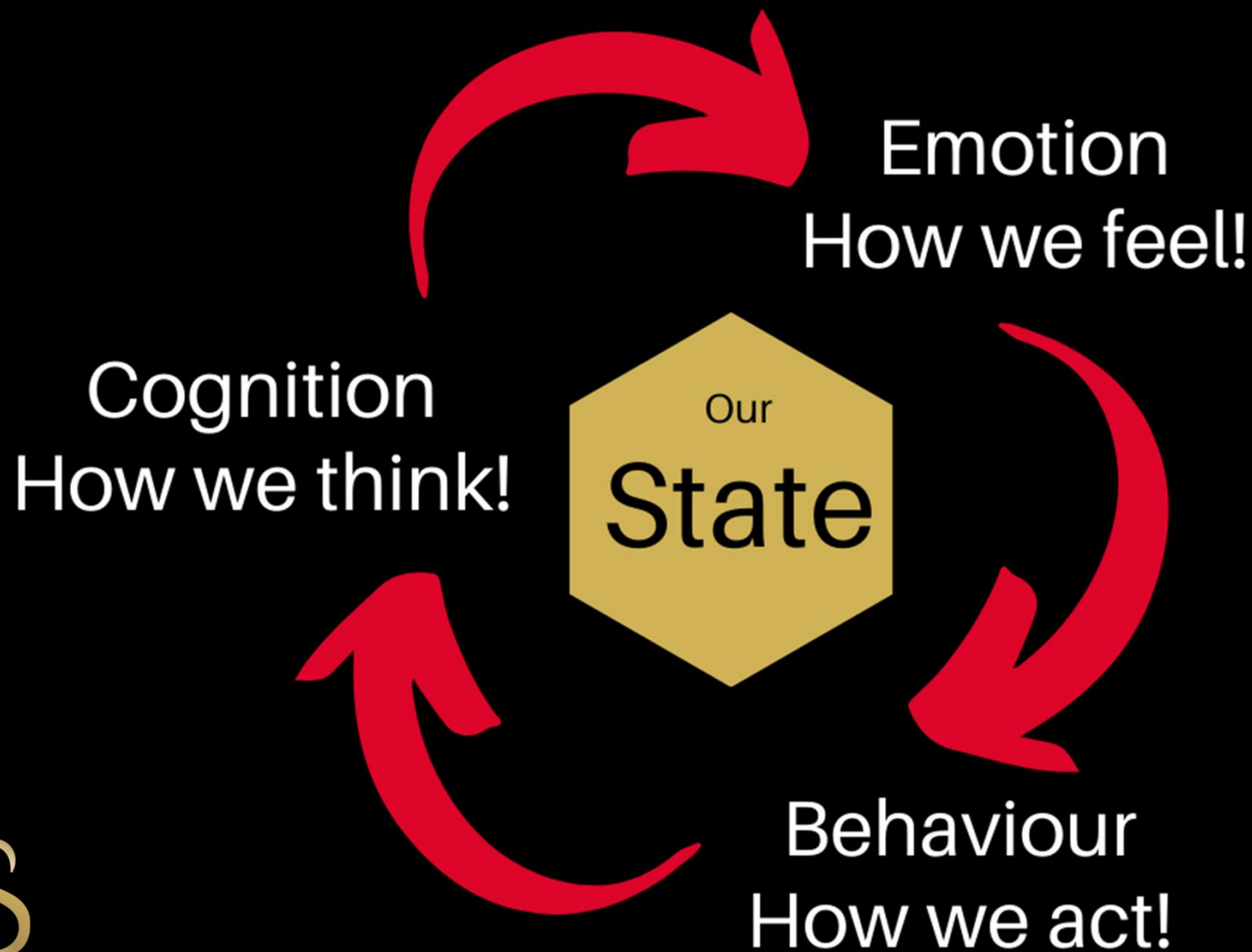
WellBeing

Sensorial Experiences





Employee Experience



The Journey



Train, Develop, Progress



Richard Branson
“Train people well enough so they can leave, treat them well enough so they don't want to.”



Reward

Recognition

Celebration





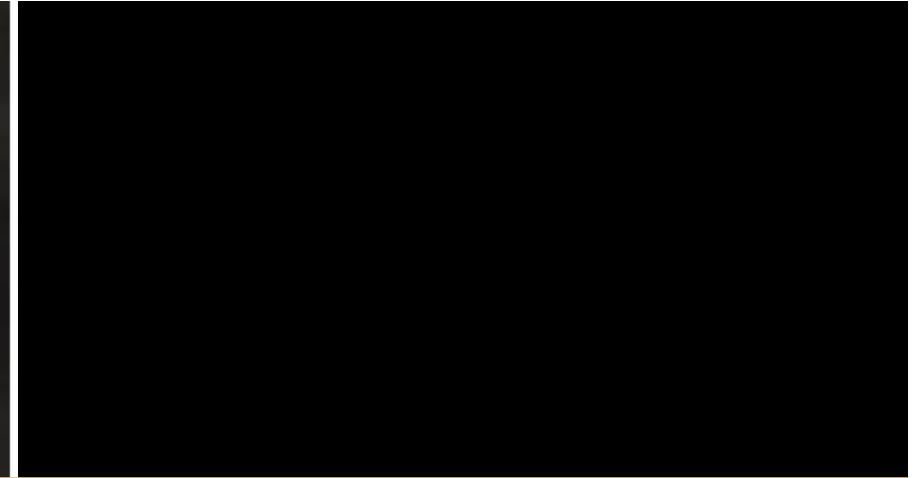
Experience



Customer





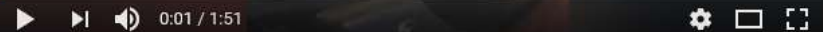


\$1bn loss in value



WARNING

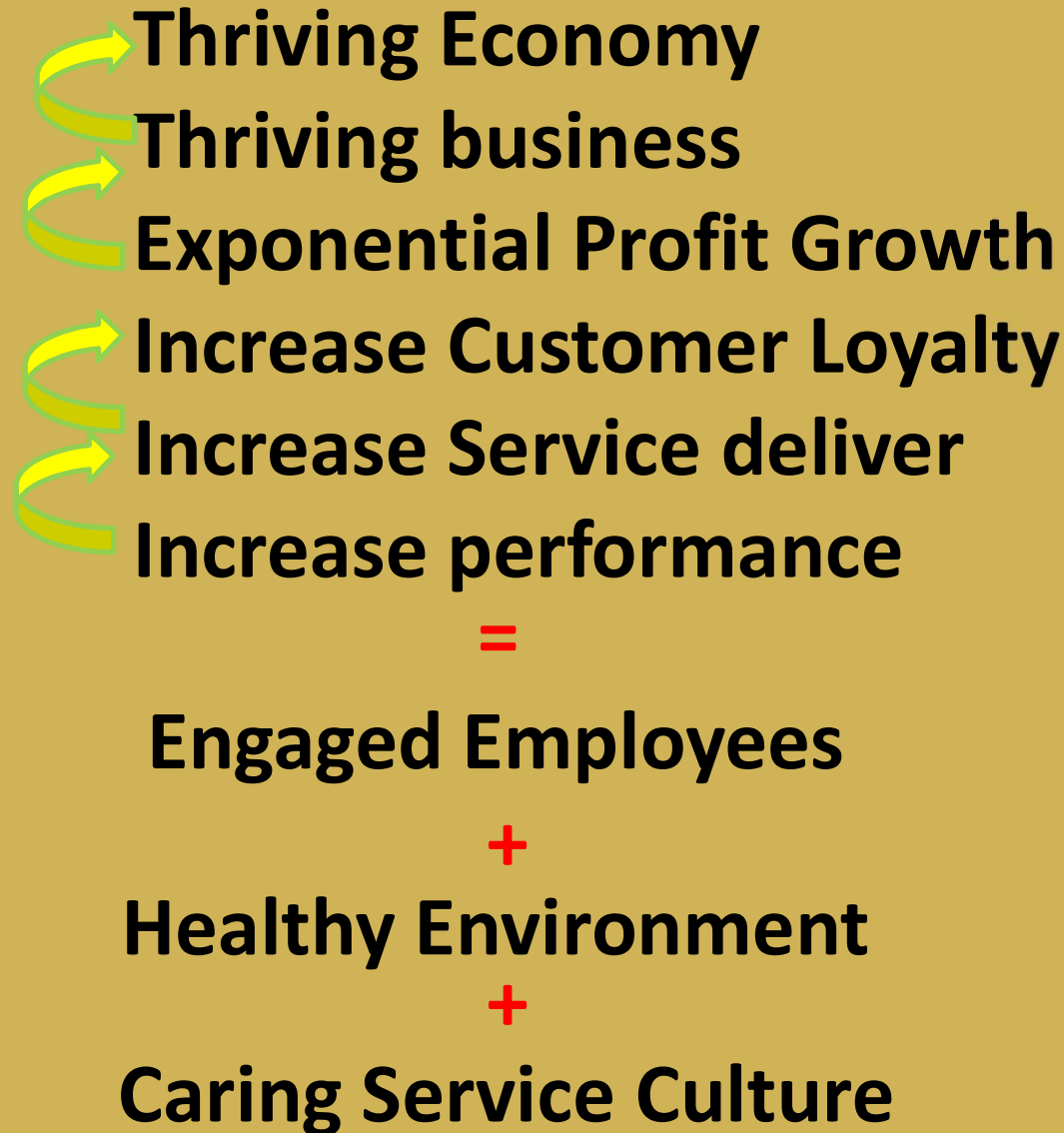
The following footage
may be disturbing







Thriving Spiral



BQB CX Method

Culture

Environment

People

Customers

ASSESS

DEVELOP

**IMPLEMENT
/TRAIN**

MEASURE



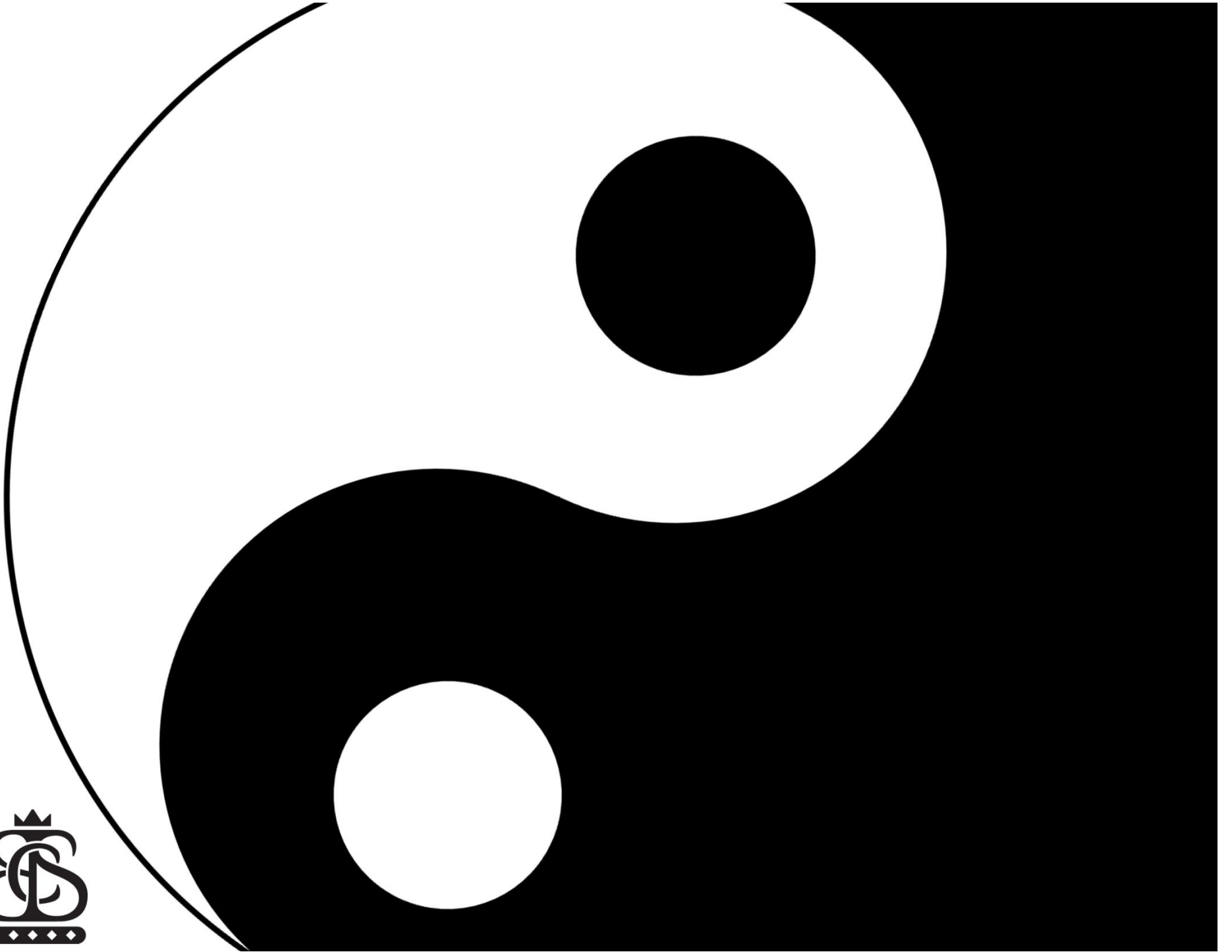
‘We measure
success by
the way we
touch the
lives of
people’




WHAT IF??

- ✓ You made changes to your culture, your office environment, your EX:
 - how would it affect your business
 - How will you measure it's working?
- ✓ You go back to work and do nothing, where will your business be in 1-2 or 5 years?







Connecting
virtually
#LinkedIn

Free Download
of my book
Thriving By Caring



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