

44% of employees think of their careers in terms of months not years Korn Ferry – the Future of Work in 2023	
What Has Stayed the Same?	
WE CARE CONNECT Study	







We want to be Disney Cruise Lines!

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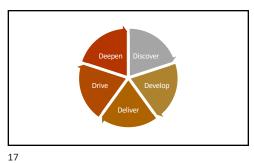


Perhaps you've tried everything

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Why was it working for some And not for others?









My own beliefs were getting in the way Of lasting and real success.

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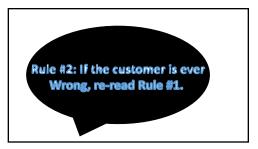












Ask your customers to be part
Of the solution, and don't view
Them as part of the problem.
~ Alan Weiss

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Treat your customers like they
Own you because they do.
~ Mark Cuban

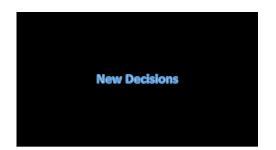
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What we're seeing now is what happens When we don't put as much into our employee experience as we do Our customer experience	
32	
Employee Experience	







Go from "The don't want to work"
To
"How do they want to work?"

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Go from "People Need Fixing"
To
"The Process Needs Fixing"

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