

# Remarkable Customer Experiences Start with Remarkable Relationships.

Strengthen the manager/front-line relationship with the Roadmap to Remarkable! Journey.



## FRONT-LINE WORKERS DON'T QUIT COMPANIES, THEY QUIT MANAGERS.

Organizations that struggle with attracting and retaining talent or have high turnover will never be able to build the kind of culture that can deliver exceptional customer experiences. This is especially true for organizations that must rely on a vibrant team of front-line workers.

The #1 reason front-line workers leave an employer is due to a poor relationship with their immediate supervisor. The Roadmap to Remarkable! Journey was specifically designed to create healthy relationships that help unlock a culture of extraordinary customer service and mutual respect.

*Front-line employees treat customers the way they are treated by their employer/manager.*

## HEALTHY RELATIONSHIPS ARE THE KEY TO DELIVERING REMARKABLE CUSTOMER EXPERIENCES.

Strong, healthy relationships between your managers and front-line employees are the foundation to creating a Remarkable! Culture. The Roadmap to Remarkable! Journey provides managers and employees with the tools, knowledge, and insights for creating healthy relationships:

- ✓ Assess current culture to identify areas of improvement
- ✓ Build trust using the three C's
- ✓ Embrace "clutch" situations to shift into grow gear
- ✓ Evaluate if "You create more value than you take"
- ✓ Cultivate an inspirational work environment
- ✓ Shift from "Me" to "We" collaborative mindset
- ✓ Empower your people to provide superior customer experiences
- ✓ Experiences that deepen understanding, improve communication and maximize collaboration

Translate healthy relationships into business *outcomes*.



Attract & Retain Top Talent and Reduce Turnover



Create a Culture of Passion, Enthusiasm, and Creativity



Deliver Superior Customer Experiences

ROADMAP TO REMARKABLE! POWERED BY  
RALI'S CHANGE EXPERIENCE  
PLATFORM

Rali powers measurable, scalable, and lasting behavior change which drives continuous performance improvement faster, better, and cheaper than any other approach.

*Traditional LMS systems rarely deliver lasting behavioral change. Based on Behavioral Science best practices, the Rali Platform delivers change at scale that strengthens organizational culture long term.*

Now your teams can participate in the culture-changing Roadmap to Remarkable! experience in a whole new way that is proven to drive lasting change.

Roadmap to Remarkable! is now available on Rali's Change Experience Platform (CxP) - a new interactive, collaborative environment delivering the best in organizational change practices from world class experts.

- ✓ Embed engaging "Learn | Do | Inspire" learning tools into daily routine over time for internalized, sustained personal and organizational change.
- ✓ Collaborate to create a common language and ingrain change into the culture
- ✓ Gather analytics measuring employee sentiment, engagement, and team progress.

The Roadmap to Remarkable! Journey, powered by Rali, guides managers and front-line employees through an integrated process of self-discovery assessments, team discussions, and shared experiences based on Rali's Learn| Do| Inspire methodology, which is proven to drive lasting behavioral change.



Your organization can EXPERIENCE Roadmap to Remarkable! In three impactful ways:

- ✓ **Keynote presentation** for your next leadership event
- ✓ **Workshops** for internal training and development of your teams
- ✓ **Digital content** delivered on the Rali platform that scales across your org, doesn't require taking your front-line workers off the floor and produces lasting behavioral change you can measure



REMARKABLE! | Rali™

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