

# Vision Vitals

## COURSE OVERVIEW

Over a six-week span, you'll become laser-focused on your VISION VITALS.

Like taking a pulse, checking your Vision Vitals connects you to the heartbeat of your organization – the vital sign that your organization is living, growing, and thriving!

Our first area of focus will be on your Vision, Mission, Core Values, Culture, and CX motto. What should each be and how will they relate to each other?

When organizations as a whole are united and focused on their purpose, all team members are energized, inspired, motivated and committed to reaching a shared goal. Cultivating this sense of unity is especially important when times are tough, and provides strength when challenges arise. A clear focus on your vision reminds you why you started, and that your purpose is powerful. Clarity builds confidence and motivates team members to contribute with passion, energy and commitment.

In this course, you will learn techniques and best practices from world leaders that will make your Vision Vitals a part of your daily practice. If your organization struggles to focus on a common goal or needs encouragement to see how their daily contributions add up to create the BIG PICTURE, then Vision Vitals will clarify your commitment to CX excellence!

## LEARNING MODULES:

### Module #1: The Foundation :

1. Introduction to Leading and Putting the Focus on your Vision Vitals

2. Seriously inspiring examples of disruption in a blue ocean: Warby Parker and Shopify are setting a new standard of excellence
3. Components of a successful organizational vision
4. Creating blue oceans

#### **Module #2 The Culture Component**

5. Culture components that drive your Vision Vitals
6. Why understanding equals business success
7. Creating a growth mindset and inspiring a global perspective
8. Being remarkable from the start

#### **Module #3 Mindset mastery**

9. Sounding the call to action
10. How Kellar Williams became the #1 Real Estate training company in the world
11. Identifying what success looks like in your organization
12. The power of visualization
13. Principles to practice on the road to success

#### **Module #4: Train the Trainer**

14. Conducting a Vision Vitals workshop for your team (virtual or in-person)
15. How to facilitate an engaging interactive Vision Vitals workshop
16. Key Communication skills that drive human behavior:
  - a. Body language, tone of voice, words, e-mail, and text etiquette
17. Nine no-fail strategies for focussing your team on their shared goal and Vision Vitals.

#### **Module #5: Action outcomes**

18. How to incorporate Vision Vitals into your organization's daily practices.
19. How to overcome roadblocks that prevent you from keeping the Vision Vitals alive. 20.

The powerful connection between vision and leadership

## Module #6: CX Commitment

21. CX Competency: Metrics, Measurement, and ROI

22. Key outcomes you can achieve through a powerful commitment to Vision Vitals

### WHAT'S INCLUDED:

- Workbook
- Multiple PDF downloads to support learning
- Customizable templates to incorporate into your organization today
- Customizable slide deck to help you facilitate a Vision Vitals session for your team
- Inspirational resources • **BONUS VALUE:**
  - You will receive continuous follow-up and coaching in our PRIVATE CX MASTERY Facebook group where like-minded CX professionals from around the world gather to share CX greatness! FOREVER!
  - You will also receive a complimentary CX Champions membership: Valued at \$197 (Note: This is a limited time offer.)

### KEY OUTCOMES:

Participants will learn:

To design an organization's Vision Vitals including:

- Vision
  - Mission
  - Culture (growth mindset)
  - Core Values
  - CX Motto
  - Aspirational Headline
- To incorporate Vision Vitals into their own daily habits as well as those of their team members

Participants will receive a Certificate of Course Completion.

## WHAT'S REQUIRED?

- A desire to take a customer-centric approach to business in the 21st century
- A mind that is open to innovation, customer experience design, strategic thinking, and the cultivation of a culture of success.
- An eagerness for a foundation built on customer experience excellence, creative design, inspirational culture, powerful training & development programs, and supportive HR practices
- A commitment to working step-by-step through the different concepts, and modules presented in this course
- The ability to view the on-demand course content and download supporting material and resources.

Please note: Taking notes is highly recommended. No specific materials are needed for this course other than those provided virtually.

## PRICING

\$597 +HST USD

Need help convincing your boss? Check out this "[letter to the boss](#)" Not sure if this is the right course for you?

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