

KEEP THE BALL ROLLING WEBSITE TRAINING

LIVING SMALLER
SMARTER

WHAT DO WE COMMUNICATE WELL ON OUR WEBSITE? *(Transferring, program knowledge, etc.)*

WHAT DO WE NEED TO IMPROVE ON OUR WEBSITE?

WHAT OUTSIDE OPPORTUNITIES *(TRAINING, LEARNING RESOURCES, CONTENT COLLABORATION)* **COULD HELP US COMMUNICATE BETTER?**

WHAT ARE SOME POSITIVE AND NEGATIVE THINGS THAT AFFECT OUR ABILITY TO GIVE CUSTOMERS A GOOD EXPERIENCE ONLINE?

LOOKING BACK AT THE PREVIOUS FOUR ANSWERS, WHAT ARE SOME STRATEGIES YOU COULD PUT IN PLACE TO IMPROVE YOUR DIGITAL CUSTOMER SERVICE?

