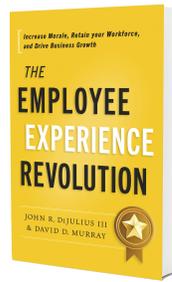


John Dijulius
Dave Murray



EMPLOYEE EXPERIENCE REVOLUTION

Great companies live extraordinary lives. Their leaders live lives of purpose. They inspire employees to build purpose.



THE EMPLOYEE EXPERIENCE REVOLUTION

1. We are in a Recession... a Customer Experience Recession
2. Welcome to the Employee Experience Revolution
3. The Power of Purpose
4. Creating a Recruitment Experience
5. Creating an Onboarding Experience
6. Creating an Employee Experience that retains them
7. Tearing down Silos by Building Collaboration across Departments
8. Building & developing great leaders
9. **Leaving a Leadership Legacy**



Leaving a Leadership Legacy



*To live an extraordinary life
so countless others will*



*"Who are you not to be great?
Who are you to be ordinary?
Who are you to deny greatness?
If you would deny it to yourself, you would
deny it to the entire world.
How dare you to be ordinary?"*



"Undeveloped potential cheats those around us, those we touch, influence, and impact, as well as deprives ourselves of joy, satisfaction, and opportunities. Living our life to its fullest potential is not an opportunity; it is our responsibility. It is an obligation to be the best version of ourselves we possibly can be every day. Not just for us and how our life will benefit, but also for all the people depending on us: our spouse, children, friends, employees, coworkers, customers, and our community."



UBUNTU



Ubuntu (n):
I Am Because We Are



CONTRARIAN

con-trar-i-an (n):

Opposing or rejecting popular opinion . . . especially a position against the majority



"Your leadership's emotional commitment is what solves problems that are unsolvable, creates energy when all of the energy has been expended, and ignites emotional commitment in others, including your employee culture."

-Stan Slap

The Reality Distortion Field

CUSTOMER SERVICE
REVOLUTION

The 4-Minute Mile

CUSTOMER SERVICE
REVOLUTION

LEADING IN A CRISIS

1. Communicate Like Never Before
2. Refer to Your Mission, Purpose, Core Values, and Customer Experience Action Statements
3. This Isn't Happening TO Us; It Is Happening FOR Us
4. Be in the certainty business



#1 CAUSE OF ANXIETY

Uncertainty

CUSTOMER SERVICE
REVOLUTION

Be in the
Certainty Business

CUSTOMER SERVICE
REVOLUTION

"Leadership is easy when the wind is at our back, but much harder when we are facing into the headwinds."

DUJULUS GROUP

*"Tough times don't build character;
they reveal it."*

*"Pressure is a privilege, and it only comes to
those who earn it."*

–Billie Jean King

ENCOURAGE



*"What a great honor and responsibility, to be a
fundamental reason why people accomplish more,
enjoy more, and are more fulfilled in the one life
they have to live."*



You Are a Revolutionary
If and Only If . . .

CUSTOMER SERVICE
REVOLUTION

Who wants to be a Billionaire?



*"Someone who positively affects the
lives of a billion people"*
-Pete Dulcamara



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lives. Their leaders inspire employees to build
lives of meaning and purpose.



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THE EMPLOYEE EXPERIENCE REVOLUTION

Q & A

50% OFF A CASE OF BOOKS



THE EMPLOYEE EXPERIENCE REVOLUTION: Increase Morale, Retain Your Workforce, and Drive Business Growth



"The Employee Experience Revolution is a valuable resource for any leader committed to unleash the power of an engaged, inspired workforce."
—KEVIN SLOAN, Executive Vice President, KeyBank

"This is the path for leaders to build extraordinary growth in their business, themselves, and most importantly their team."
—JESSE COLE, owner, The Savannah Bananas

"Another masterpiece. John Djulius and Dave Murray unlock the missing link between employee and customer experience...and lay out the recipe for long-term business success."
—JAY JUFFRE, Executive Vice President, ImageFIRST

Course Outline Includes:

- Creating a Recruitment Experience
- Creating an Onboarding Experience
- Creating an Employee Experience that Retains Them
- Tearing down Silos by Building Collaboration across Departments
- Presentation Skills/Storytelling
- Building and Developing Great Leaders
- Living an Extraordinary Life
- Implementation and Execution

EMPLOYEE EXPERIENCE EXECUTIVE ACADEMY

THE DJULIUS GROUP

Register and learn to
Increase Morale,
Retain Your Workforce and
Drive Business Growth



Now Enrolling!

2024 VIRTUAL WORKSHOP SERIES



Upcoming Webinars:

- Creating an Onboarding Experience - May 30th
- Creating an Employee Experience that Retains them - June 13th
- Tearing Down Silos by Building Collaboration Across Depts - June 27th
- Building and Developing Great Leaders - July 11th
- Leaving a Leadership Legacy - July 25th
- Training Your Employees on the Critical Soft Skills Needed Today - September 12th
- Selling as an Experience - September 24th
- Turning your Contact Center into a Relationship Center - October 10th
- Creating Your Signature Experience - October 24th
- Forget Customer Surveys; Learn Real CX KPI's - November 14th
- Service Recovery Never and Always - December 6th



JOHN DJULIUS
SPEAKER



DAVE MURRAY
SPEAKER

ALL Webinars at 1:00 pm, EST

THE EMPLOYEE EXPERIENCE REVOLUTION

Q & A

