Experience Labs help our clients embark on a human-centric transformation

**WHAT IS IT?**

- A workshop comprised of two half-day sessions for Chief Experience Officers to elevate their human experience.

- Interactive sessions use proprietary tools like the Values Compass, TrustID, Metrics Architecture, and EHX™ research, as well as conversations with Deloitte SMEs who have led other clients through similar opportunities.

- Participants leave with deeper insight into their HX agenda and an actionable plan to take back to their organizations.

**WHAT DO WE ACHIEVE IN AN EXPERIENCE LAB?**

- **Define the Aspiration:** What's the vision for the organization—what does it mean to create a true human connection in service of the organization's goals for their customers (CX), workforce (WX), and partners (PX)?

- **Discuss hopes and fears:** We'll identify potential barriers and develop plans to support a successful journey.

- **Gain 360-degree feedback** from peers and executive leadership to understand what they are expecting and what success looks like.

- **Create your initial Strategy:** We'll work with you to create your core strategic initiatives based on your aspiration and current, in-flight plans.

- **Identify capability gaps** using the EHX™ building blocks. We identify gaps within the team (and the organization as a whole) and resources, compared to what our clients want to accomplish given their aspiration. Then, we create a prioritized plan to close the capability gaps.

- **Create a Stakeholder Map and engagement plan** to create followership and buy-in within the organization and with external stakeholders.