

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.