Citizens Bank
Placeholder
What to Expect

Action & activity
Seeing a client story through video
Learning & sharing with your peers
Self-reflection
Understanding the Journey
Discussion

How long do you think the client was engaged with the center?

What are things that the site had to consider when working with this client?

What made this successful?
Group Activity

Add retention strategies by each bucket – and be ready to switch to the next topic!
Around the World

Grab a partner or two from a different table

Walk around and look at each chart and share your thoughts
Self-Reflection

Using the wheel, score your organization on each category.

Share within your group thoughts on how to move forward.

“We do not learn from experience... we learn from reflecting on experience.”
- John Dewey
Thank you!

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