

PROFESSIONAL DEVELOPMENT DAY

INNOVATION AMPLIFIED POWER YOUR POTENTIAL

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Culture & Learning: The Catalyst for Employee & Customer Engagement

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This session focuses on the delicate and intricate relationship between organizational culture and employee and customer experiences. Just because we desire to do culture doesn't mean we know how to do culture. Yet, when learning is added to culture, it springs forth a unique and sustainable experience for both employee and customer. As L&D professionals, we can make impact in an area that has often alluded us as an intangible skill.

Objectives

- Identify when learning strategies can impact organizational culture initiatives.
- Create an action plan to bring the culture and employee experience strategic goals into tactical steps.
- Demonstrate ways to impact behavior through applying prescriptive instructional strategies for culture related learning experiences.

