

Course Overview



My biggest advice to you is "Give your internal and external customers' value and they will give you loyalty". In this module, I want to share with you how you can align your business values with your customers and employees by:

- Valuing your employees
- Understanding your customers' lifetime value
- Employee
- "Bee"ing fulfilled
- Adding value

The organising theme of the hive is that everything is done for the good of the whole and the community is central to the operations of the colony. Every single bee is aligned to the hive's value, and shared values are instilled through their frequent messages.

At the end of this module, I want you to realise that you must align your values in decision making, you can be sure to keep your sense of integrity and what you know is right, and approach decisions with confidence and clarity.

Time:

Presentation and PowerPoint 35 mins

Exercises 4 hours

Downloadable Templates:

- Full slides
- Value and vision guide
- Employees' churn exercise
- The value of your lifetime customer exercise