

## Customer Conversation System Release Notes

Launch Date: July 9<sup>th</sup>, 2018

Your Corporate Visions subscription keeps getting better... and as a subscriber you automatically receive access to each new and updated product.

Twice a year you'll receive Release Notes detailing all product revisions since the prior update. If you use our LMS, your teams are already enjoying the most current versions.

**IMPORTANT:** All eLearning modules have been republished to remove Flash to prevent potential browser issues. If you host content internally, you're encouraged to follow these Release Notes to update your systems with the most current versions.

### Updates to Create Value Skills (Power Messaging)

Workshop Materials	Description of Change
Leader Materials	<ul style="list-style-type: none"><li>The <b>Leader Guide</b> and <b>Leader slide deck</b> have been updated with new links that point to current version supporting assets.</li></ul>
Online Modules	<ul style="list-style-type: none"><li>The full library of <b>Create Value online modules</b> has been republished to remove all use of Flash.</li></ul>
Coaching Materials	<ul style="list-style-type: none"><li>A new <b>1-day coaching workshop</b>, aligned with the Coaching Playbook and Coaching Kits, is now available.</li><li>The <b>Coaching Playbook</b> and <b>Coaching Kits</b> have been updated with new links that point to current version supporting assets.</li></ul>

## Updates to Elevate Value Skills (Executive Conversations)

Workshop Materials	Description of Change
Leader Materials	<ul style="list-style-type: none"> <li>• The <b>Leader Guide</b> and <b>Leader slide deck</b> have been updated with new links that point to current version supporting assets.</li> <li>• The <b>T3 Certification workshop</b> has been updated to incorporate recognition of the Why Now concept.</li> </ul>
Online Modules	<ul style="list-style-type: none"> <li>• The full library of <b>Elevate Value online modules</b> has been republished to remove all use of Flash.</li> <li>• A new module that recognizes the Why Now research, <b>Get Executive Decision-Makers to Act Now</b>, was released in February.</li> </ul>
Virtual Coach Guides	<ul style="list-style-type: none"> <li>• Two new guides were added, <b>Create Urgency by Framing What They Might Lose</b>, and <b>Build Your 'Why Now' Story</b>, to recognize the Why Now concept.</li> </ul>
Coaching Materials	<ul style="list-style-type: none"> <li>• The <b>Coaching Playbook</b> has been updated and A new <b>1-day coaching workshop</b>, aligned with the Coaching Playbook and Coaching Kits, is now available.</li> <li>• The <b>Coaching Playbook</b> and <b>Coaching Kits</b> have been updated with new links that point to current version supporting assets.</li> </ul>

## Updates to Capture Value Skills v2.0

Workshop Materials	Description of Change
Participant and Leader Materials	<ul style="list-style-type: none"> <li>• The Participant workbook, pre-work assignment, planners and leader slides are now available in German, Spanish and Chinese.</li> <li>• The <b>Participant Workbook</b> has been updated with new links that point to current version supporting assets.</li> <li>• The <b>Leader Guide</b> and <b>Leader slide deck</b> have been updated with new links that point to current version supporting assets and error corrections.</li> </ul>
Online Modules	<ul style="list-style-type: none"> <li>• The full library of <b>Capture Value online modules</b> has been republished to remove all use of Flash.</li> <li>• All Capture Value 2.0 modules are now available in German, Spanish and Chinese:</li> </ul>
Virtual Coach Guides	<ul style="list-style-type: none"> <li>• All guides are now available in German, Spanish and Chinese.</li> </ul>
Coaching Materials	<ul style="list-style-type: none"> <li>• The <b>Coaching Playbook</b> has been updated and A new <b>1-day coaching workshop</b>, aligned with the Coaching Playbook and Coaching Kits, is now available.</li> <li>• The <b>Coaching Playbook</b> and <b>Coaching Kits</b> have been updated with new links that point to current version supporting assets.</li> </ul>

## Updates to Situational Sales Negotiation (SSN)

Workshop Materials	Description of Change
Online Modules	<ul style="list-style-type: none"><li>• The full library of <b>SSN online modules</b> has been republished to remove all use of Flash.</li></ul>
Coaching Materials	<ul style="list-style-type: none"><li>• A new <b>1-day coaching workshop</b>, aligned with the Coaching Playbook and Coaching Kits, is now available.</li><li>• The <b>Coaching Playbook</b> and <b>Coaching Kits</b> have been updated with new links that point to current version supporting assets.</li></ul>