

Customer Conversation Release Notes

January 2020

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- **Create and deliver memorable content.**
Discover the new workshops, content services and research now available through our acquisition of Memzy, a science-based firm that helps businesses create memorable content that stays on people's minds
- **Distribute eBadges to recognize your team's success.**
eBadge graphics are available for all standard products. For internally facilitated workshops, just provide participants a URL when training is complete and they can easily post and share their achievement on social.
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Enable your team to productively use travel time to complete their eLearning. With the new Absorb mobile app they can download pre-work and complete it offline, and progress will auto-sync when they reconnect.
- **Replace eLearning modules that use Flash.**
Adobe will end support of Flash Player at yearend. All English language CVI modules are available in Flash-free format, to prevent potential system issues please replace any older version files you may have imported.
- **Use Word-based Planners.**
Enjoy improved usability with new Word-based planners now available for all standard training products.
- **Expand your training reach with localized materials.**
More materials are available in more languages than ever before. Visit your Subscriber Portal to access localized file sets to support your global deployments.

CREATE VALUE SKILLS	
Product	Update
2-Day Create Value Skills Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks.
1-Day Why Change Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
1-Day Why You Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
Online Modules	<ul style="list-style-type: none"> • A family of mini-eLearning modules, consisting of excerpts from the full-length modules, has been published to give you greater flexibility to assign topic-specific content. All modules are available in your Subscriber Portal. • Modules are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
Skills Reinforcement Virtual Coach Guides	<ul style="list-style-type: none"> • Virtual Coach guides are now available for both Conversation and Decision programs in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.

ELEVATE VALUE SKILLS	
Product	Update
2-Day Elevate Value Skills Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
1-Day Why Invest Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
1-Day Why Now Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
Skills Reinforcement Virtual Coach Guides	<ul style="list-style-type: none"> • Virtual Coach guides are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese.

CAPTURE VALUE SKILLS	
Product	Update
2-Day Capture Value Skills Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
1-Day Why Pay Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
1-Day Why Sign Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
Skills Reinforcement Virtual Coach Guides	<ul style="list-style-type: none"> • Virtual Coach guides are now available for both Conversation and Decision programs in German, Spanish(Latin), French, Portuguese(Brazilian), Simplified Chinese and Japanese.
Situational Sales Negotiation (SSN)	<ul style="list-style-type: none"> • The Negotiating Behaviors Skills Practice Exercises have been updated. • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks.

EXPAND VALUE SKILLS	
Product	Update
2-Day Expand Value Skills Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks.
1-Day Why Stay Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks. • Materials are now available in French, German, Spanish.
1-Day Why Evolve Workshops	<ul style="list-style-type: none"> • Word-based planners have replaced PDF planners for all standard languages as the recommended file type for easier editing. PDF planners remain available in participant workbooks.
Online Modules	<ul style="list-style-type: none"> • The module Create Memorable Stories was replaced with a new module, Use Visuals to Tell Your Expansion Story. • The module Grab Customer Attention was replaced with a new module, Sustain Customer Engagement.
Skills Reinforcement Virtual Coach Guides	<ul style="list-style-type: none"> • The Why Stay library of Virtual Coach Guides is now available in French, German, Spanish.