what's new

customer conversation
release notes
August 2022

Your Corporate Visions subscription includes automatic access to current research, new products, new releases, and product updates.

Maximize the value of your subscription by keeping it current with these recently released upgrades. Major announcements are highlighted below, with product-specific details on the following pages.

Expand Value Skills digital redesign

A totally new active learning experience focused on skills development and behavior change.

The Expand Value Skills concepts and intellectual property remain unchanged—but the digital modules have been completely reimagined and upgraded. Digital modules now include a rich variety of media and modalities to improve the learning experience and retention. This includes videos, animations, engaging visuals, and learner interactions. Of special note are videos of CVI consultants sharing stories and key learnings that bring the Expand Value experience to life.

New practice modules and video simulations improve retention and application.

The Inline experience has been upgraded with new practice modules at the end of each section of the course. Learners practice their new skills within simulated situations that prepare them to apply the skills to their own accounts. Also brand new, is a simulation for each decision that presents video scenarios where learners practice taking part in Why Evolve and Why Stay conversations with customers.

Take a look at this [sneak peek](#) video.

Redesigned Inline workbook connects the learning experience to real-life skills and customer application.

The Inline experience also integrates the interactive workbook into the daily learning experience. Each day ends with the learner completing workbook activities to apply the new concepts and skills to one of their own accounts.

Expand Value Instructor-led redesign

Restructured instructor-led experience aligned with the new digital experience

The instructor-led agendas have been updated and reorganized to align with the flow of the Inline experience. Core concepts like the Messaging Void and Triple Metric have been moved to the workshop opening; Why Stay now comes before Why Evolve. One of the new digital simulations has been included as the day-1 concept review.

Skills Reinforcement for Customer Success

Drive skills adoption through timed reinforcement

Each customer success program is now supported by a timed email campaign linked to Mini-booster reinforcement modules. These modules reinforce key skills concepts with knowledge checks and reinforcement activities.

Coaching for Customer Success Leaders

Drive skills adoption through effective coaching.

You now have access to skills coaching workshops for the Customer Success suite: Create Success, Elevate Success, and Expand Success. The Coaching for Customer Success Leaders workshops focus manager coaching on 3 key concepts from the underlying skills workshop, along with a repeatable, consistent model for every coaching interaction. New materials include leader slides, leader guide, coaching workbook, job aid, and coaching kits.

Ongoing Change Log

It's never been easier to see what's new and updated.

A reminder, that as of April 15, 2021, an ongoing log of file updates to the Subscriber Portal is being maintained to give you visibility into the latest file updates. The log includes update recommendations, flags new content, and highlights whether the update is recommended or optional. Also included are the date the file was updated (month/date/year), and a description of the updates included. If there is no date following the file name it is the most current file available. You can view all Product Updates like this one in the CVI Subscriber Portal. You can directly access the detailed Product Change Log.

Overview	
delivery options	**description**

Inline Training	• Self-directed Learning using:
	    o Digital Modules
	    o Fluency Challenge with Coaching
	• Skills Reinforcement

Virtual Instructor-led Workshop	• Virtual, Instructor-led Workshop (1 or 2 days) • Digital Modules integrated into AM workshop delivery • Skills Reinforcement
In-person Instructor-led Workshop	• **No pre-work** • In-person, Instructor-led Workshop (1 or 2 days) • Skills Reinforcement

Expand Value Skills	
product	**update**
Expand Value Skills Inline	• **Redesigned**—course content. All content modules, simulations, workbook and other Inline assets have been completely redesigned and updated. • **Redesigned—**course flow. The course now begins with 3 shared modules covering foundational concepts that apply to both decisions. In addition, Why Stay now precedes Why Evolve in the delivery order. • **New**—Five new practice modules have been added to the Inline course, along with two new simulations. • **The module names and running order have changed, so reference your decision Inline Self-host Handbooks** to guide you in building updated Inline courses. • **Provision** by individual decision or as an integrated Expand Value program. • **Update** your English-language courses to take advantage of this superior new design.

	• **English**—The new digital modules and assets are only available in English. Use the original localized modules and assets to support your localized courses.
Expand Value Skills virtual Instructor-led	• **Updated delivery order—Why Stay now comes before Why Evolve in a 2-day workshop.** • **Includes e-learning integrated into the morning sessions only, allowing more time for instructors to provide insights and practice throughout the day.** • **Redesigned**—the original content modules and simulations have been redesigned. • **Updated to reflect content updates**—Virtual leader slides, instructor-led workbook, planners and other virtual assets have been updated • **The module names and running order have changed, so reference your Instructor-led Self-host Handbooks** to guide you in building updated courses. • **Update** your English-language courses to take advantage of this superior new design. • **English**—The new digital modules and assets are only available in English. Use the original localized modules and assets to support your localized courses.
Expand Value Skills In-person Instructor-led	• **Updated delivery order—Why Stay now comes before Why Evolve in a 2-day workshop.** • **No longer includes e-learning pre-work.** • **Updated to reflect content updates and order changes**—leader slides, leader guide, instructor-led participant workbook, planners and other In-person assets have been updated. • **English**—The new assets are only available in English. Use the original localized assets to support your localized courses.
Expand Value Insights	• **New**—library of short videos from CVI consultants to reinforce Expand Value Skills. Available as a new Allego

	Channel and for self-host. Files can be found in the 2022 Refresh Self-host folder.

Create Success	
product	**update**
Create Success Instructor-led (Virtual or In-person)	• **New**—Mini-booster reinforcement modules with a 3-week email campaign.
Create Success Coaching for Customer Success Leaders	• **New**—coaching workshop that focuses manager coaching on 3 key concepts from the skills workshop. New materials include leader slides, leader guide, coaching workbook, job aid, and coaching kits.

Elevate Success	
product	**update**
Elevate Success Instructor-led (Virtual or In-person)	• **New**—Mini-booster reinforcement modules with a 6-week email campaign.
Elevate Success Coaching for Customer Success Leaders	• **New -** coaching workshop that focuses manager coaching on 3 key concepts from the skills workshop. New materials include leader slides, leader guide, coaching workbook, job aid, and coaching kits.

Expand Success	
product	**update**
Expand Success Instructor-led (Virtual or In-person)	• **New**—Mini-booster reinforcement modules with a 6-week email campaign.
Expand Success Coaching for Customer Success Leaders	• **New**—coaching workshop that focuses manager coaching on 3 key concepts from the skills workshop. New materials include leader slides, leader guide, coaching workbook, job aid, and coaching kits.