

Create Success

AM

9:00 – 10:00

launch

- Kicking off new relationships
- Becoming a change catalyst
- Status Quo Bias
- **Activity:** Groups create questions and stories to overcome Status Quo Bias

10:00 – 10:30

simulation

10:30 – 10:45

break

10:45 – 11:50

Why Change story

- Why Change framework
- **Activity:** Each group selects an account, creates a Why Change planner, practices with coaching

11:50 – 12:50

triple metric

- Defining the Triple Metric
- **Activity:** Individuals identify customer metrics
- Linking metrics to create success
- **Activity:** Groups identify metrics and linkages, receive coaching

12:50 – 1:35

lunch

PM

1:35 – 1:55

Activity: Triple Metric linking debrief and feedback

1:55 – 2:55

partnership planning

- Discuss importance of Partnership Planning
- **Activity:** Groups create a meeting opening to engage senior stakeholders, receive coaching

2:55 – 3:40

secure agreement

- Pivotal Agreements to drive results
- **Activity:** Groups identify Pivotal Agreements, deliver and receive coaching

3:40 – 3:55

break

3:55 – 4:50

anticipate resistance

- Planning how to avoid resistance to your Pivotal Agreements
- **Activity:** Groups practice overcoming resistance, receive coaching

4:50 – 5:00

wrap up

