



## Not My Circus, Not My Monkeys: Why the Path to Transformational Customer Experience Runs Through Employee Experience (Paperback)

By Lance Gibbs

Lioncrest Publishing, 2017. Paperback. Condition: New. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. The name of the game in business is to deliver an exceptional customer experience to consumers and clients. But if a company's employee experience is subpar, the customer's experience will also suffer. Lance Gibbs, an authority on business process management, understands this important, often-overlooked connection, and he has powerful solutions for improving the workers side of the equation. Not My Circus, Not My Monkeys shines a light on the in-house issues that negatively affect a company's efficiency and profits. Gibbs provides essential strategies for granting employees the systems, authority, and considerations they need to best perform the work they do. His 7 Pillars of Employee Experience help executives and business owners focus on internal repairs that will enhance employee/customer interactions, from granting workers authorization for action to establishing a platform that integrates the perspectives of everyone, no matter where they are on the corporate ladder. Investing in your workforce is a must. Businesses that treat their workers with apathy are doomed to disappoint their customers. The tools and practical methods provided in Not My Circus, Not My Monkeys will increase...



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