

Leading a Customer-Centric Culture

with Jeff Toister

Action Plan

Use this worksheet to create an action plan for implementing what you've learned.

1. Identify three lessons from the course that are most important to you.
2. For each lesson, create an action plan to implement your new skills.

Takeaway #1:

Skill-Building Plan _____

Complete?	Due Date	Action

Takeaway #2:

Skill-Building Plan _____

Complete?	Due Date	Action

Takeaway #3:

Skill-Building Plan _____

Complete?	Due Date	Action