

## Homework: My Commitment to Making a Difference

~~TRANSACTIONS~~  
→ EXPERIENCES

### Don't wait for a corporate process to make a difference...make YOUR commitment today!

As we learned – if we all make a 1% difference...it adds up to a huge impact! The beautiful thing about impacting the client experience is it happens one person and one moment at a time. In the space below, think of one simple commitment YOU could step-up your client's experience. It doesn't have to be some giant earth-shattering idea – something simple you can execute easily...and make a difference.

- Upon completion:**
1. Email your completed form to the Learning and Development Inbox **and** your department leader
  2. Discuss your commitment with your supervisor during a 1:1 meeting

### Examples:

*I will call my clients 7 days prior to the start of fieldwork and review the schedule.*

*I will stay after the city council meeting and help the city finance manager answer follow-up questions. I'll let them know ahead of time that I plan to do this. I will also call schedule a call with them the afternoon following the council meeting to answer other follow-up questions they may have received.*

My Commitment