

NOVEMBER

learning opportunities calendar



CITIZEN IMPACT

Support team members to use the tools learned from Operational Excellence to drive citizen impact.

✉ Email tmhelpdesk@oa.mo.gov with questions

WEEK 1: OCTOBER 31 - NOVEMBER 4



[Video: Customer Experience Leadership - 48m](#)

[Video: Introduction to Improving Customer Experience through Journey Mapping - 8m](#)

[Video: Customer Experience: Journey Mapping - 50m](#)

WEEK 2: NOVEMBER 7 - 11



['Citizen Impact' ENGAGE Blog Post](#)

[Article: Customer Experience vs. Customer Service vs. Customer Care - 15m](#)

[Video: Customer Service vs. Customer Experience - 15m](#)

WEEK 3: NOVEMBER 14 - 18

[Article: Level Up How You Use Customer Journey Maps - 15m](#)

[Article: Customer Feedback : Why it's Important and 7 Ways to COLLECT it - 15m](#)

[Video: Customer Service: Managing Customer Feedback - 54m](#)

WEEK 4: NOVEMBER 21 - 25

[Video: Creating a Positive Customer Experience - 56m](#)

[Video: Identifying Customers - 4m](#)

[Article: 5 Ways to Use Customer Feedback to Strengthen your Customer Experience - 15m](#)

WEEK 5: NOVEMBER 28 - DECEMBER 2

[Video; Journey Mapping: Case Study in Action - 47m](#)

[Customer Experience: The Basics Live Training with Rebecca Moyers](#)

[Register Here](#)

[November 29th from 9 am - 10 am](#)

[Podcast: The 6 Steps of Customer Journey Mapping - 22m](#)

Don't forget, any learning outside of MO Learning needs to be logged in the Team Member Training Portal in ESS. Need help logging your time? Watch this [MO Learning video](#) to learn more!

supervising leader

all leaders

non-supervising leader