

Focusing on the Customer in a Big Way

Enterprise Wide Customer Training

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Agenda

- How did we get here?
- What are we doing?
- What's next?

How did we get here?

CORPORATE PRIORITIES



Leading the Clean Energy Transition



Enhance the Customer Experience



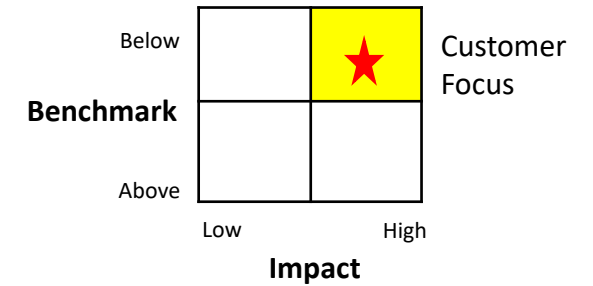
Keep Bills Low

CX OPPORTUNITY: CUSTOMER

2nd Quartile

In JD Power peer set

CUSTOMERS



EMPLOYEES

! Other investments & initiatives underway as well to improve CX

The Customer Centric Mindset
Module 1

Take Action
Module 2

Take Action
Module 3



Sustainment: Align w/Enterprise Learning

What are we doing?

- In Person training

- 3 modules @ 2 hours each
- Experiential learning

- Enterprise Wide training

- Trained % of employees to date.
- Results positive overall



The Customer Centric Mindset
Module 1

- Understand what it means to be customer centric
- Appreciate that a shift in mindset is a personal choice

Ownership & Opportunity
Module 2

- See & identify opportunities in your role to influence CX
- Appreciate that personal accountability is fundamental for success

Take Action
Module 3

- Understand that exercising personal judgment within policies is critical to taking the right kind of action
- Use an easy-to-follow process to determine how you can take action

I **BELIEVE** this training will help me & the org be better prepared to improve the Customer Experience
(Post training survey)

78% % Agree

70% Target

What I liked...

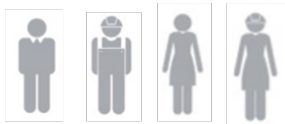
- ✓ Interactive/customized
- ✓ Cross functional
- ✓ Trainers not “corporate”
- ✓ Opening up CX convos

Could be better if...

- ↑ Continuous link to “why”
- ↑ Ensure leader modeling
- ↑ Ways to share ideas
- ↑ Sustainment

What's next?

- Continue roll out
- Partner with Enterprise Learning to optimize future delivery
- Keep aligned with all Customer Strategy initiatives
- Focus on sustainment & measurement of benefits



YOUR EMPLOYEES

WILL HAVE **TOOLS** & FEEL
EMPOWERED TO
TRANSFORM THE **CULTURE**

KPI: Post training survey.
70% of employees feel prepared for
culture change



YOUR DEPARTMENT

WILL ACTIVELY LEAD AND
ENABLE THIS
CORPORATE PRIORITY

KPI: Employee Listening Posts
(TBD)



OUR CUSTOMERS

WILL HAVE **ENHANCED**
EXPERIENCES DRIVING
TRUST & PREFERENCE

KPI: 2019 JD Power Customer
Satisfaction Score (TBD)