



FUNDAMENTALS SYSTEM™

Way Cards

Flip Books

eMinder™

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HighPerformingCulture.com

eMinder™



Using the power of technology to drive rituals

eMinder is a fully-automated, cloud-based, learning reinforcement tool that combines 4 key elements:

1 WEEKLY eMESSAGE

Emailed to every employee on Monday morning with a description of your Fundamental of the Week.



This Week's Fundamental

PRACTICE BLAMELESS PROBLEM-SOLVING.

Apply your creativity, spirit, and enthusiasm to developing solutions, rather than pointing fingers and dwelling on problems. Identify lessons learned and use those lessons to improve our processes. Don't make the same mistake twice. Get smarter with

2 WEEKLY eLESSON

Scenario-based lesson emailed on Wednesday morning to test their understanding of your Fundamental of the Week.



This Week's Lesson

A mistake was made and it reached the customer. The customer is really disappointed and wants it fixed. At least 3 people worked on the assignment with you. How do you resolve the issue?

- a) First, figure out who made the mistake and make sure they never do it again.
- b) The customer who is disappointed.
- c) The customer who is angry.
- d) The customer who is confused.

Lesson Feedback

Congratulations, you chose the best answer!

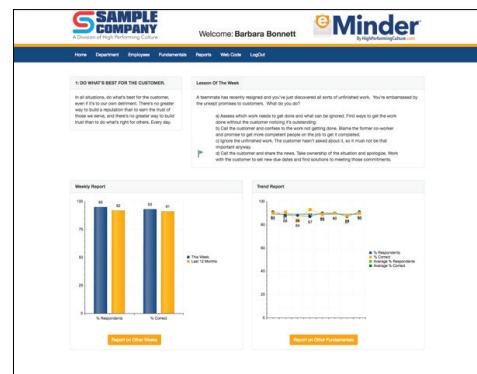
The customer was taken care of because the problem was fixed immediately. More importantly, meeting with the team to better understand what took place and setting up practices to prevent this sort of mistake in the future.

3 IMMEDIATE FEEDBACK

Email providing a relevant lesson, specific to the chosen response.

4 POWERFUL REPORTS

Lets you see response rates and success rates by person, by department, by location, and by Fundamental for any date range.



Transforming Individuals and Organizations™