

# Customer Experience Consultant Selection Criteria



We appreciate how overwhelming it can be to find the right partner to embark on your CX transformation journey with you. To feel more confident you are making the right choice with Strativity, see how others you are considering answer the following questions:

## CAPABILITIES

1. Do they have a **clear vision**?
2. What is their track record of **leadership** and **execution**?
3. Do they offer a **complete turnkey solution**?
4. Will they **challenge** and **stretch** your thinking?
5. How do they **measure results**?
6. What is the **future state** they will drive you to?
7. What is their ability to **scale** and **sustain** the program?

## COMPATIBILITY

1. Do they **get your** organization?
2. Will they **fit culturally** with your team?
3. Will they **push you beyond** the simple and obvious?
4. Will you **enjoy working** with them?
5. Will they establish **credibility** with your executives?
6. Are they **passionate** about the program?
7. Are they **committed** to delivering exceptional results?

*unlock* EXCEPTIONAL™

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