

EFFORTLESS EXPERIENCE

H K C B Y W N N Q U Z V D A I Z U
S A B R U I C Z A P H C Q D B W A
M P L J E L N D Z U C S Q N Z S C
B M T I X A E E E M E R G I N G T
T M Q G M C T D V R K T V I D O I
E G I D N D B E T I Z D N Q T K V
J X X A K T N E C W T Z Q Q Y E E
B G V H Z S L Y G A C C C E V Y L
J D B E M Q U R D A S I E U Y L I
A F W Q E P T V A Q G E V F L R S
G I V E O P T I O N S N L C F W T
S A W H B L A Z B H H H E L F E E
Z Z Y T Z A Z X H T T C G W V J N
I I Y A S K Q U E S T I O N S W I
L T L A H U C X M Z X E A R S Z N
N S W V U I R E S O L U T I O N G
V I T R N S I S O N G A I D G M M

ACTIVE LISTENING

ASK QUESTIONS

GIVE OPTIONS

CREATE CASE

RESOLUTION

DIAGNOSIS

EFFECTIVE

ADVANCED

EMERGING

ENGAGE