

Member Experience: Are you the Hero?

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

defuse difficult situation
 tactful communication
 active listening
 feel important
 feel heard

emotional intelligence
 impact members lives
 Are you the hero
 provide answer
 empathy

through eyes of member
 Member Experience
 provide solution
 rewarding role