

“Egg-Timer”: Learning from the Inside

For the sixth straight C5 meeting, our program kicks off with the now-famous “Egg-Timer” session. “Egg-Timer” is the major way we learn from each other (inside learning), and the session has matured from the once-angry-mob that were cut off at three-minute presentations into a nearly three-hour feature that gives all MSO members plenty of time to talk (is there ever enough time?).

How it works

Here’s how “Egg-Timer” will work during our fall 2018 C5 meeting. The session is scheduled for two sessions on the morning of November 14. The first session is from 09:15—10:15AM; we’ll have a short break; and then the second session is from 10:30AM—Noon. The session will be co-chaired by Cory Lindberg and Rodrigo Duclos. Cory and Rodrigo will lead us as we go around the table and a representative from each C5 member MSO will have ten minutes to share a recent CX project or challenge.

Homework

So, between now and November 14, your homework is to select the CX project you’d like to share with our group. This could be a recent CX success, a challenge, a new process you are using, a new CX measurement technique you are considering, etc. You are welcome to use slides and/or handout material, but it’s not required.