



# LASTING SUCCESS

STARTS WITH

# ENGINEERING THE EXPERIENCE

You are investing huge amounts of time, effort, and money into creating memorable branch experiences. But too often, the new strategies fail to take hold.

Delivery Defined™ is a proven training program that gets your whole organization aligned and motivated to execute in a transformed environment—instead of just talking about it. Through a blend of traditional and digital courses, you can prepare your front line staff with the tools they need to execute your strategic intent.

DEFINE YOUR **STRATEGY** → COMMUNICATE **CHANGE** → KEEP **MOMENTUM** GOING



## EXECUTIVE WORKSHOP

Create a concrete Playbook unique to you and your strategic intent through a collaborative workshop with your leadership team.



## ON-SITE TRAINING

Help front-line staff through a role-playing workshop where they learn what to say at any point within the client journey.



## CONTINUOUS ONLINE LEARNING

Keep your current staff on track and quickly onboard new staff through online courses and certifications that are filled with important insights and guidance.



You've put in a lot of effort into creating your newly transformed branch experience. Now, take the final step and equip your team with the understanding and confidence it takes to deliver value to your clients.

# WE LIVE IN A WORLD WHERE **EXCEPTIONAL EXPERIENCES** ARE ALWAYS EXPECTED

Delivery defined helps you execute your strategy. But don't just take our word for it.

## **SURVEY SAYS...**

Here's How Our CUSTOMERS Rate This Program

**100%** were really happy with the Delivery Defined Sessions, with majority responding in the top two categories "Really Great" & "Wow!"

**100%**

**100%** stated Delivery Defined absolutely helped them prepare for their concept branches, with 7 people responding "Really Great" or "Wow!"

**100%**

**100%** said they would recommend Delivery Defined to their peers, with 90% saying "You Bet!" & "I'm your biggest fan!"

**100%**



"DBSI made the training a fun and inviting atmosphere. By breaking it down step by step, it challenged our thinking of elements we hadn't thought about until today. Great job!"



"We've scored 10 out of 10 on every experience survey after delivery defined."



"The Delivery Defined process is amazing! I can't wait to see our new skills in action!"



"This is something we've been wanting to do for several years and this delivered! The best part was the open communication across multiple departments in a focused manner. Thank you, we loved the entire process."



"There is more to transformation than just a beautiful space and cool technology. You have to bring the people and process change along with it. DBSI was instrumental in helping our organization identify and create the right process for our people to excel in the new environment."

You've put in the time to transform your branch space. Now put in the work to deliver the experience. When you are ready to start the next steps to building a stronger team, give us a call at 855.ASK.DBIS or scan the QR code to learn more.

