

Have we forgotten KISS

ALUCA - Rehab –The Road to success

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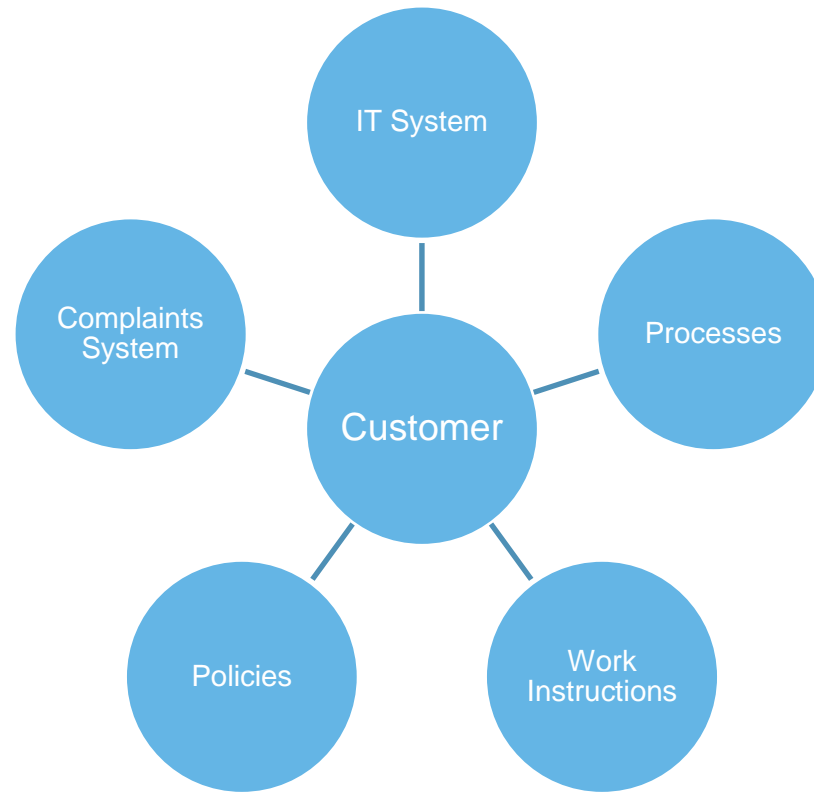
KISS





What do we need...

KISS?



Keep it Simple and Safe

KISS



AMP RTW Case Study

HCD - What did our customers tell us that they wanted?

Customer Insights:

INSIGHT #1

“I’m expecting it to be difficult”

INSIGHT #2

“Money doesn’t really change my situation”

INSIGHT #3

“I feel like we are on opposite sides”

INSIGHT #4

“You don’t really know what I’m going through”

INSIGHT #5

“Am I ready to go back to work?”

INSIGHT #6

“I don’t want to choose between my health and my work”

Simple Rules

Rule 1

Be there early – don't wait – provide support



Simple Rules

Rule 2

Do what you say you will do – build trust

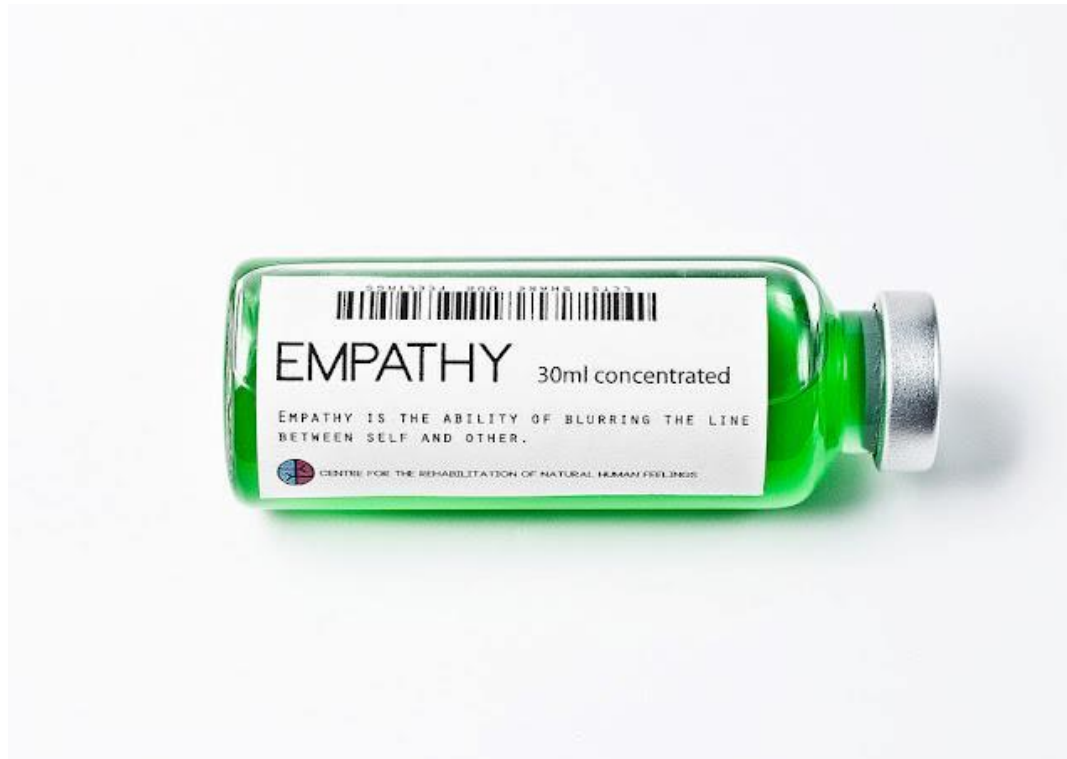
They are 1 but you have many....



Simple Rules

Rule 3

Listen, reflect, ask and understand – Show empathy



Simple Rules

Rule 4

Set Expectations – early.





Thank you