

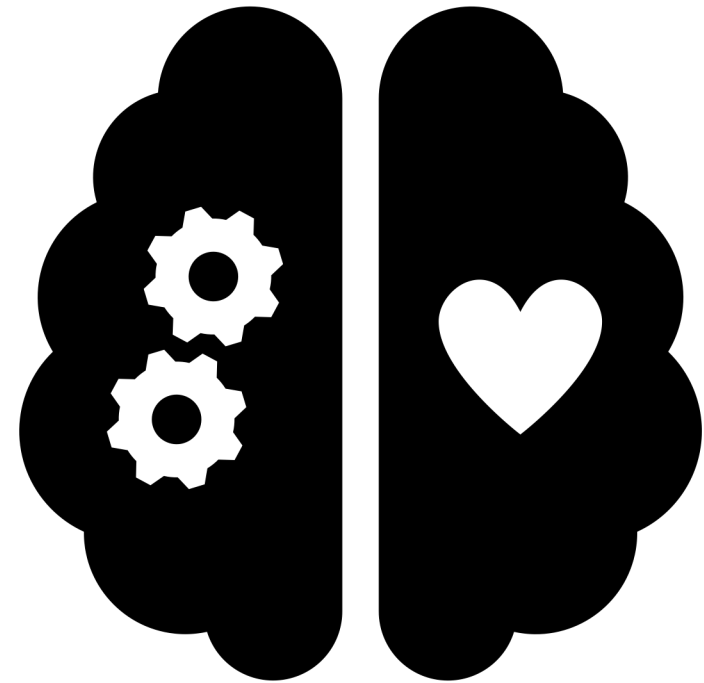
Top 10 Mindsets for Customer Experience Research In 2021 & Beyond

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What do we mean by mindsets?

Mindsets are the preestablished lens through which our minds view the world. They can be assumptions, mantras, and methods. And they can be skill-oriented or emotionally-based. Today we'll cover some of both.



Embrace the networked village

Take educated risks

Move fast

Get creative

Pivot as needed

Dig into the data

Focus

Try new tech

Be fearless

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Curiosity killed no cat

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Thank You