



# Helping Businesses and Communities Succeed

February 4, 2021

## Driving Customer Success ★★★★★ FREE Webinar

Customer Experience (CX) is your customers' perception of how your company treats them. CX is the result of every interaction a customer has with your business. In this interactive workshop **February 9th** from 12 to 1:30 p.m., facilitator Nicole Osmond will:

- Examine the important role Customer Experience has in your business.
- Explore successes and gaps in customer experience, and why it matters.
- Understand key Customer metrics to continually measure and evaluate your performance.
- Discover opportunities and cost-effective ways to boost your business. **Please register [HERE](#).**

## Community Halls: Questions about COVID19 operational plans?

Rural Action Centres and Fisheries & Communities are partnering to host an online information session with the Chief Public Health Office from 12 to 1 p.m. on **February 11th**. **The goal of the online session presented via Zoom is** to provide details and answer questions about COVID19 operational plans for Community Halls.

To register, please contact Josée Ouellette by phone at 902-854-3439 ext 228 or by email at [josee@rdeeipe.org](mailto:josee@rdeeipe.org). A French session will be held February 18th from 12 to 1 p.m.

## Get our Communities MOVING



Check out the unique [Community Active Grant Challenge](#) from **PARTICIPACTION** offering top prize of \$100,000 (micro grants also up for grabs) for the most active Canadian community within the month of June 2021: Note that applications are due by **Feb 26th**. **Schools are eligible!**

## Business Plan Workshops, Proposal Writing & More

Keep an eye out for the many business training and professional development sessions we will be offering in 2021 in English and French. We invite you to stay tuned to our [calendar of Training & Events](#) for the latest information. Be sure to contact the Client Information Officer at your local Rural Action Centre if you have questions or need assistance.

Holly Fitzpatrick, Montague  
[holly.fitzpatrick@cbdc.ca](mailto:holly.fitzpatrick@cbdc.ca)  
902.838.4030

Barb MacDonald, Alberton  
[barb.macdonald@cbdc.ca](mailto:barb.macdonald@cbdc.ca)  
902.853.3616

Josée Ouellette, Wellington  
[josee@rdeeipe.org](mailto:josee@rdeeipe.org)  
902.854.3439