



The Formula for A WINNING TEAM

7 Tips for Building a Team of Customer Success Superstars

1 Reinforce Expectations

Getting back to basics of your role is key to success.



2

Be a Brand Ambassador

Everyone is a brand for the company. Represent your positive mojo!



3 Customer Re-Engagement

Getting off track is easy. Getting back on track takes more effort.



4

Accountability

Know what creates your Individual success map: Your accomplishments and a plan to bridge your gaps.



5 Ownership

Execute 100% on what is expected of you in your swim lane.



6

Inspection

Leaders and individuals should check the quality of work to ensure that you are where you want to be, or spark an idea to get things better.



7 Continuous Improvement

Challenge yourself or your team. What does good and great look like – share with the team.



This infographic was brought to you by Vipul Samat, Senior Director & GM, Global Customer Success at Veritas Technologies LLC.



CSM PRACTICE
THE CUSTOMER SUCCESS STRATEGY CONSULTING FIRM