

Milestone

Milestone Recovery Framework

How to lead your team to react and adapt for recovery

With Chip Conley

July 1, 2020

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ABOUT MILESTONE

We help you organize and amplify your digital information to reach the right audience

Milestone Presence Cloud



CMS



Local &
Reviews



Schemas



Insights



AMP



Analytics



FAQ Manager & Voice Search

Omnichannel Services



Design & UI



Paid Media



Content
Marketing



Local



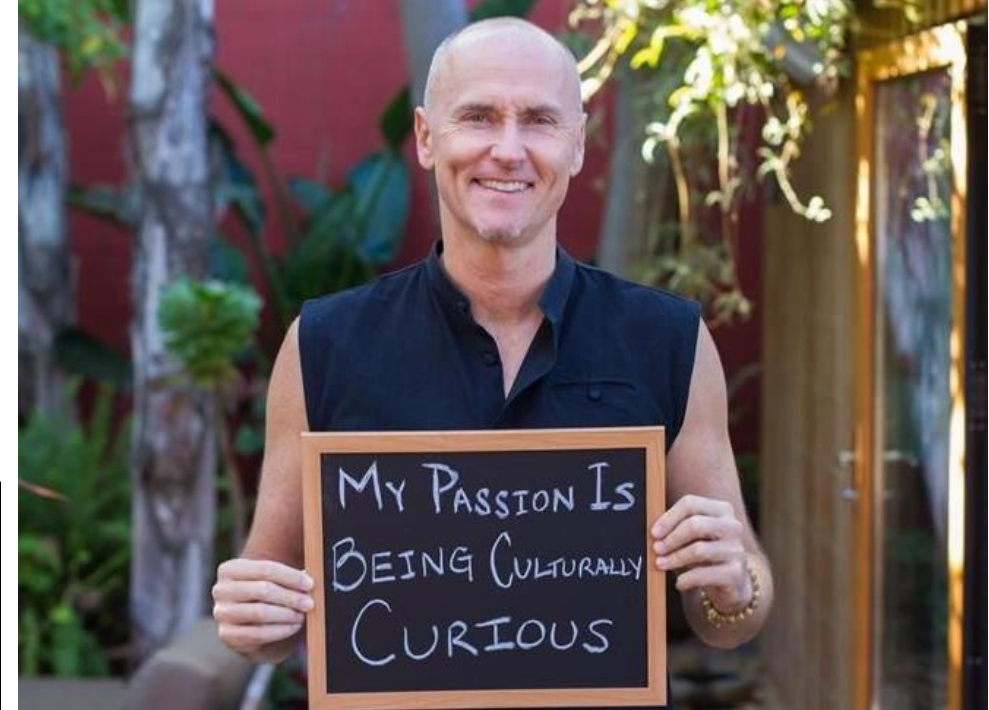
SEO



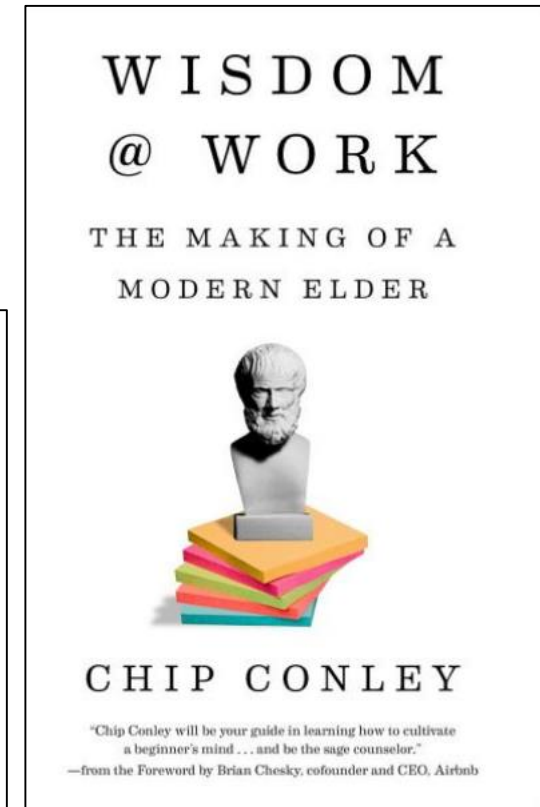
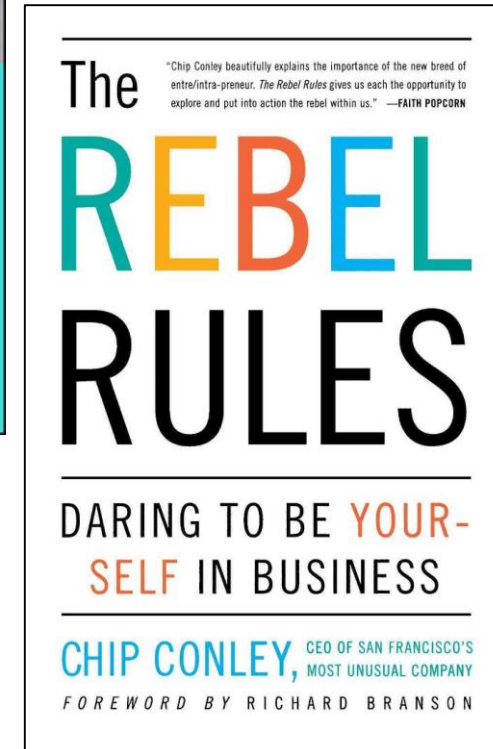
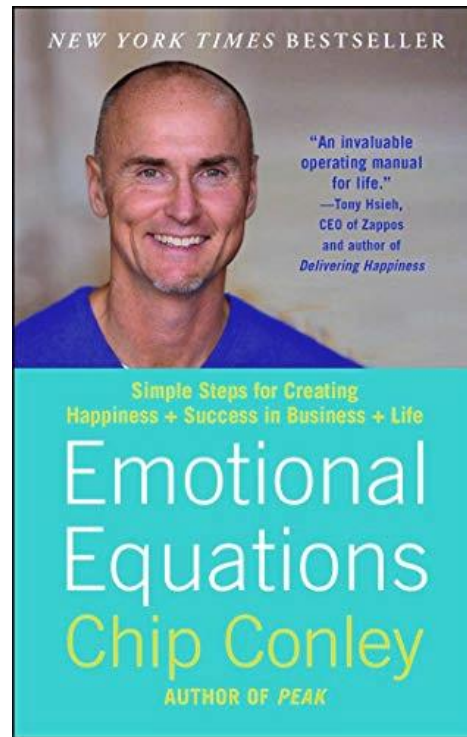
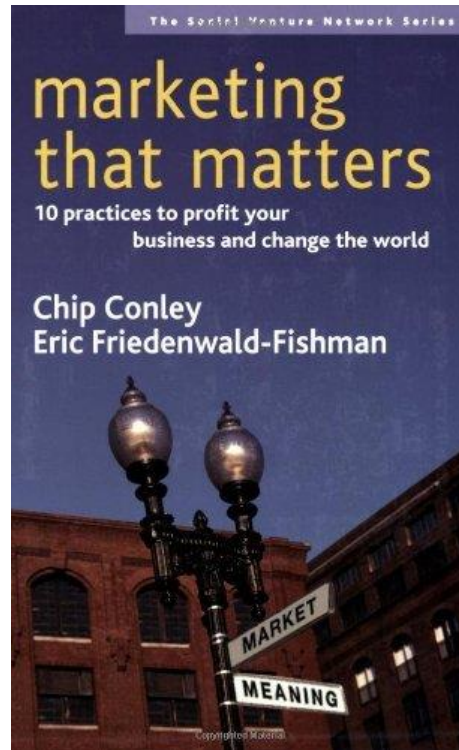
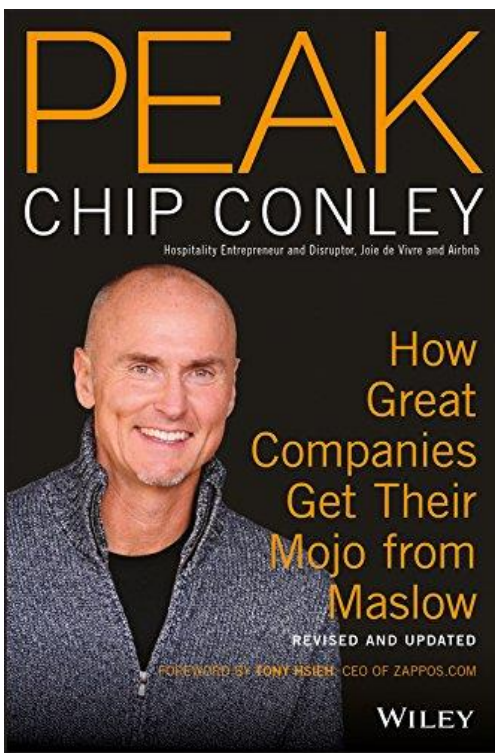
Analytics & BI

Hospitality | Restaurants | Retail | Finance | Automotive | Healthcare | Technology

OUR GUEST CHIP CONLEY



Conley. Measuring what makes life worthwhile.



Chip's Many Books

TODAY'S AGENDA

1. CRG and recovery framework
2. Authentic connection and unique experience
3. Leadership must-haves
4. Skills we need most
5. Organization recovery funnel
6. Special offer

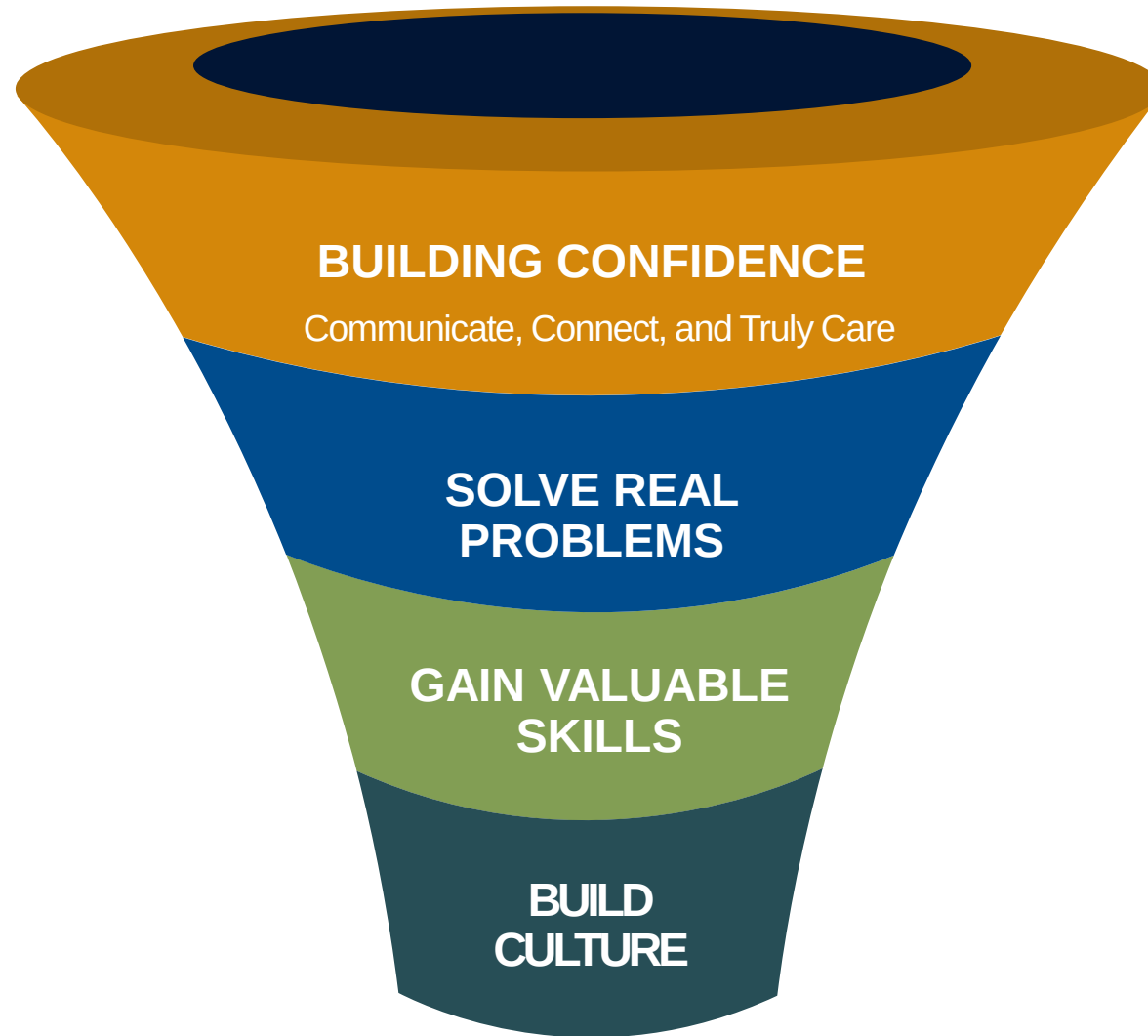
CRG FRAMEWORK

Milestone's Crisis-Recovery-Growth (CRG) framework



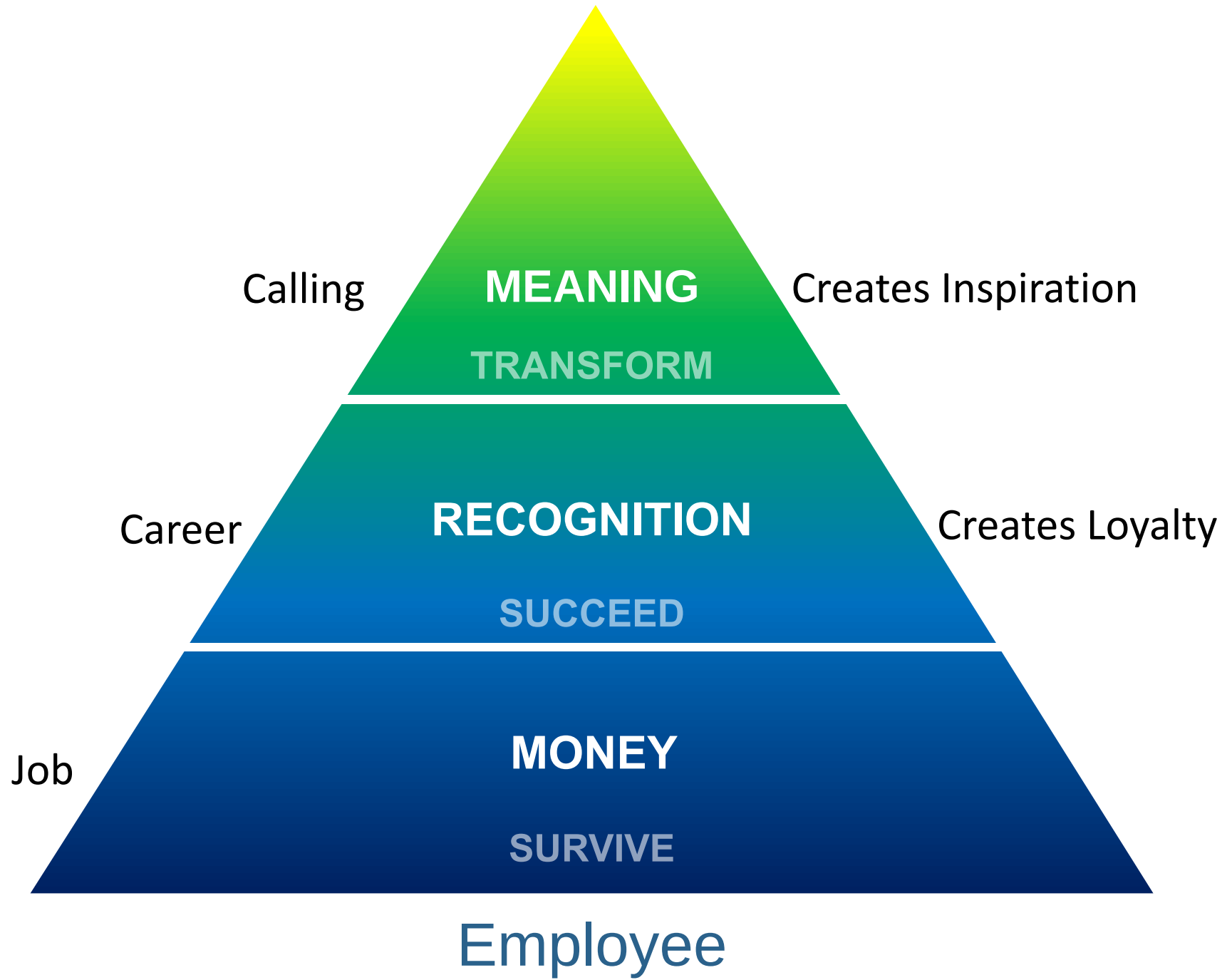
ORGANIZATION RECOVERY FUNNEL

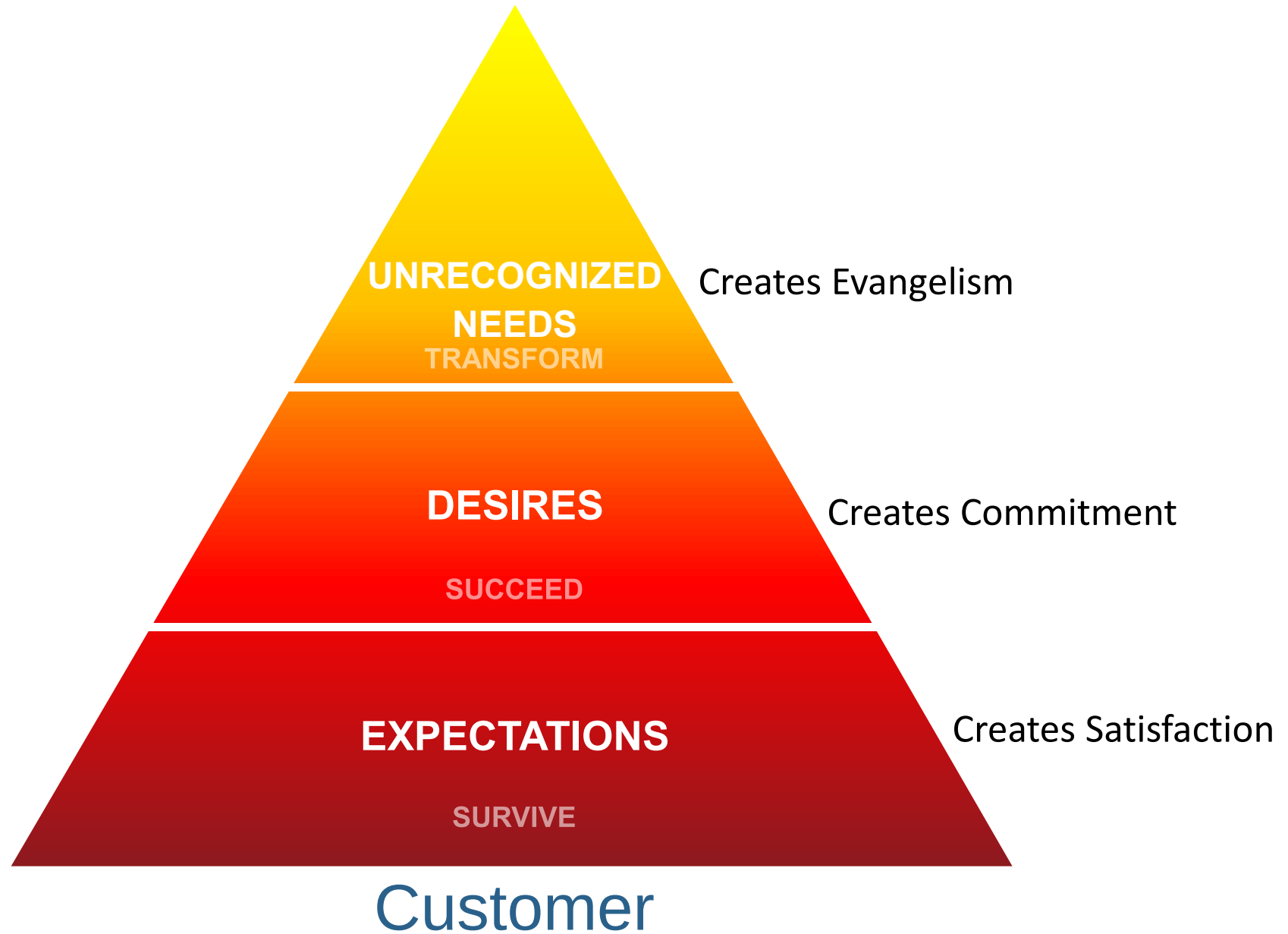
How to adapt organizationally during the recovery phase



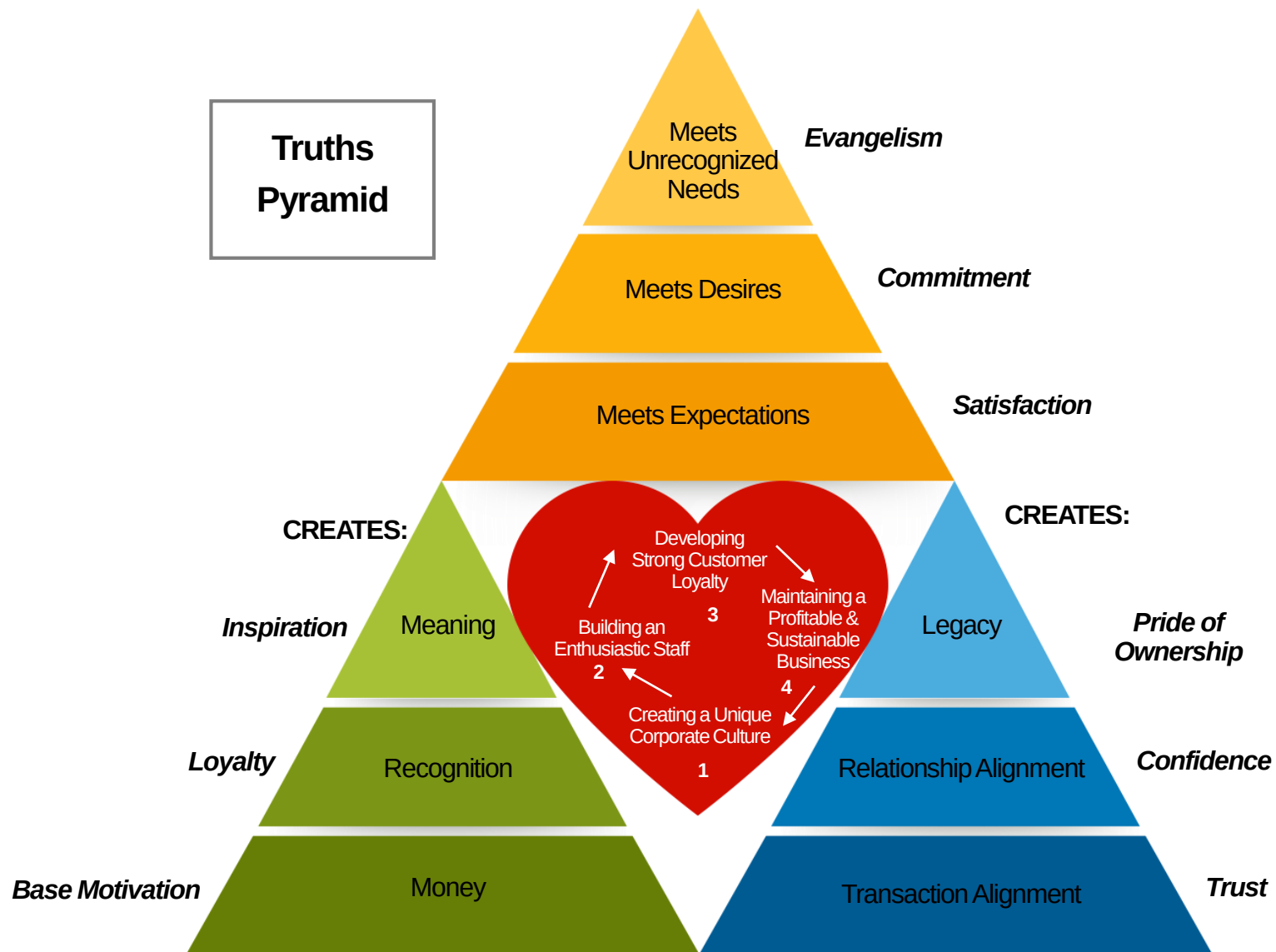
HOW DO YOU CREATE UNIQUE EXPERIENCES AND BUILD AUTHENTIC CONNECTION IN A SOCIAL-DISTANCING WORLD?



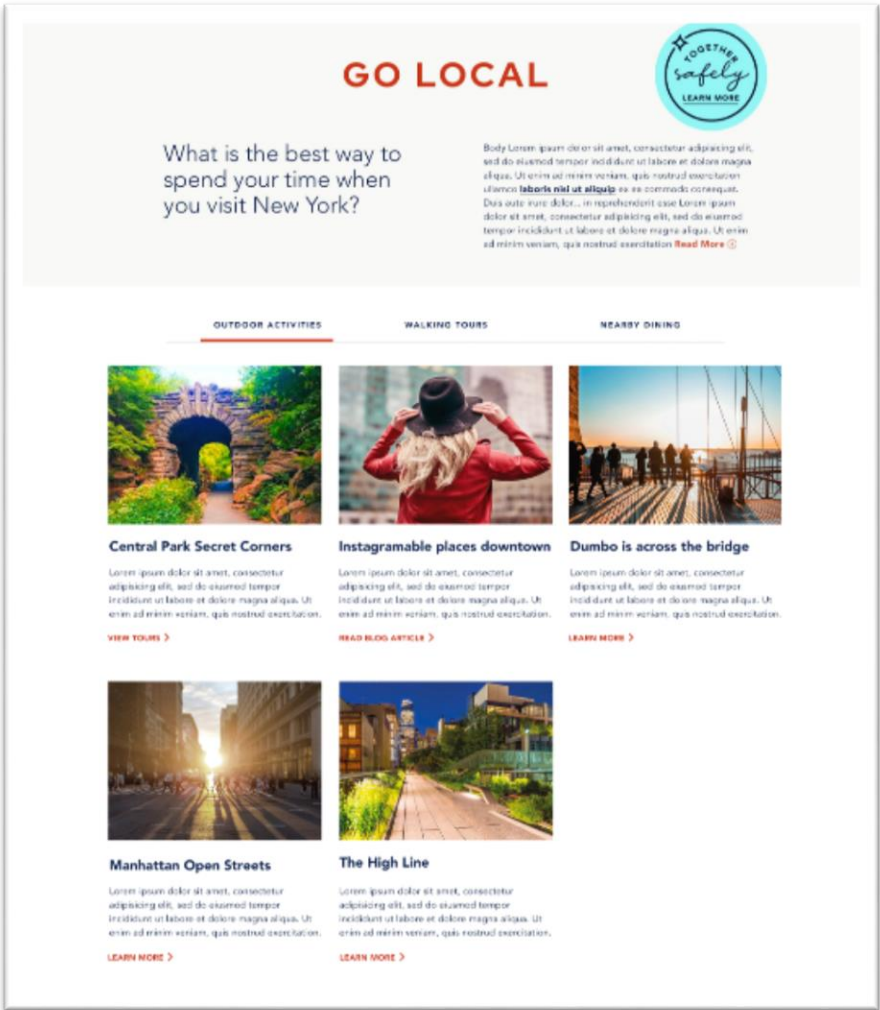




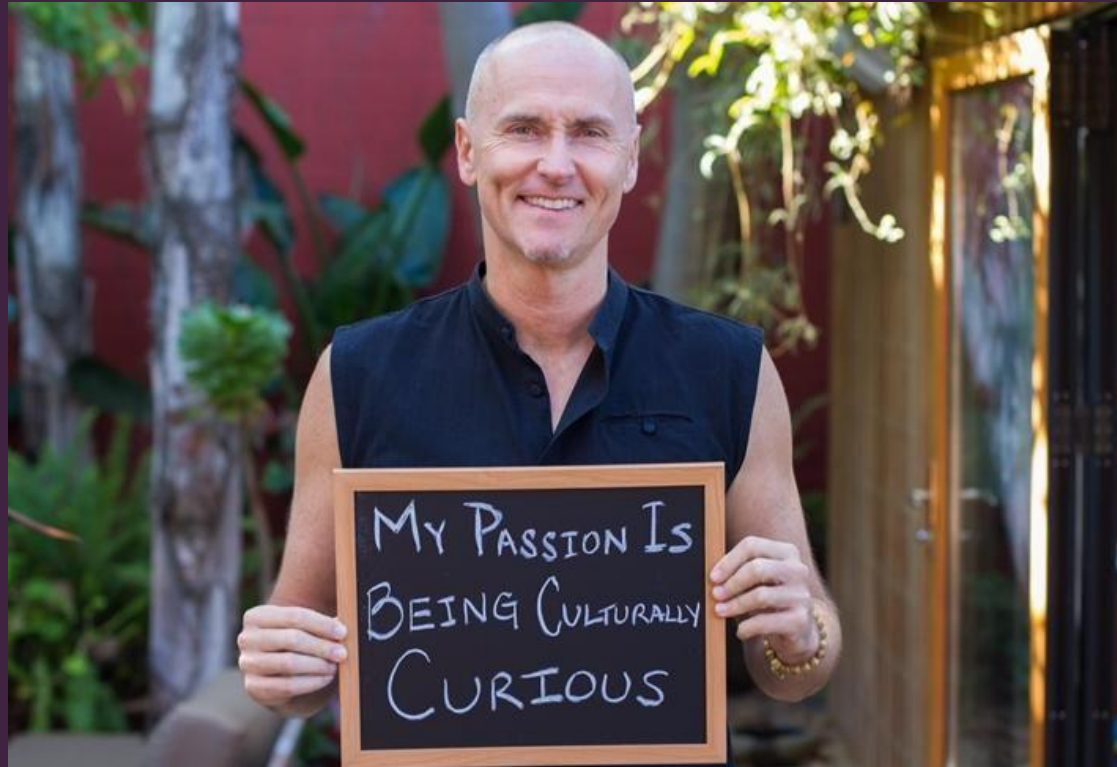
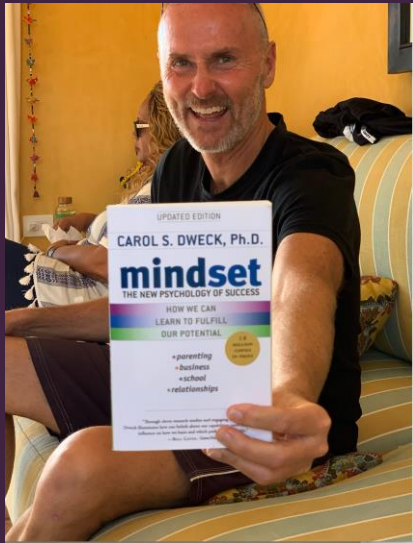
CREATE PEAK PERFORMANCE



BUILDING AUTHENTIC CONNECTION AND CREATING UNIQUE EXPERIENCE



SKILLS WE MUST HARNESS



TO SOLVE CUSTOMER PROBLEMS COMMUNICATE AND ALIGN EMPLOYEES

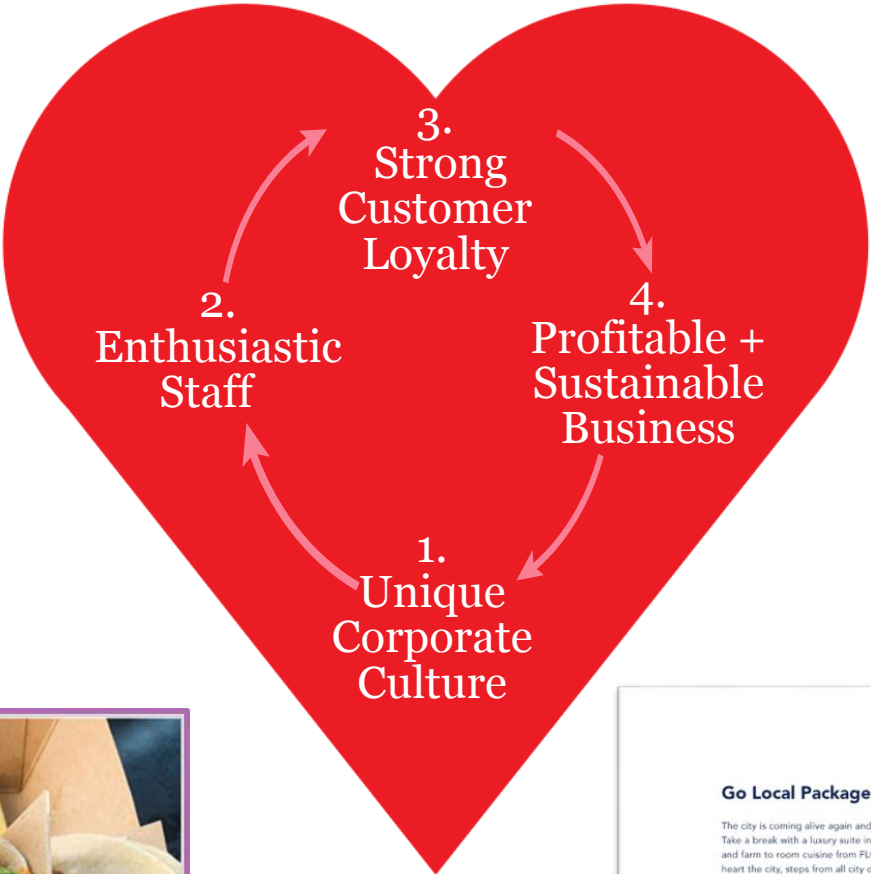


LEADERSHIP MUST-HAVES IN UNCHARTED SEAS

- Mentern
Mentor/Intern
- Attune vs Attain
- Curate and Focus
- Human to Human
- Mindfulness



ENABLE TEAM TO EXPERIMENT & SOLVE PROBLEMS



DINING

Dinner TO-GO af FLOUR

Riour restaurant will go to your home now too. See our Take-out menu and order from the comfort of your home, or in your way work from your phone.

LEARN MORE >

Go Local Package

The city is coming alive again and we can't wait to pamper you. Take a break with a luxury suite in the city, happy hour drinks, and farm to room cuisine from FLOUR. Great Hotel is in the heart the city, steps from all city outdoor highlights.

[BOOK NOW](#) [PACKAGE DETAILS >](#)

The Great Hotel Responsible Hospitality

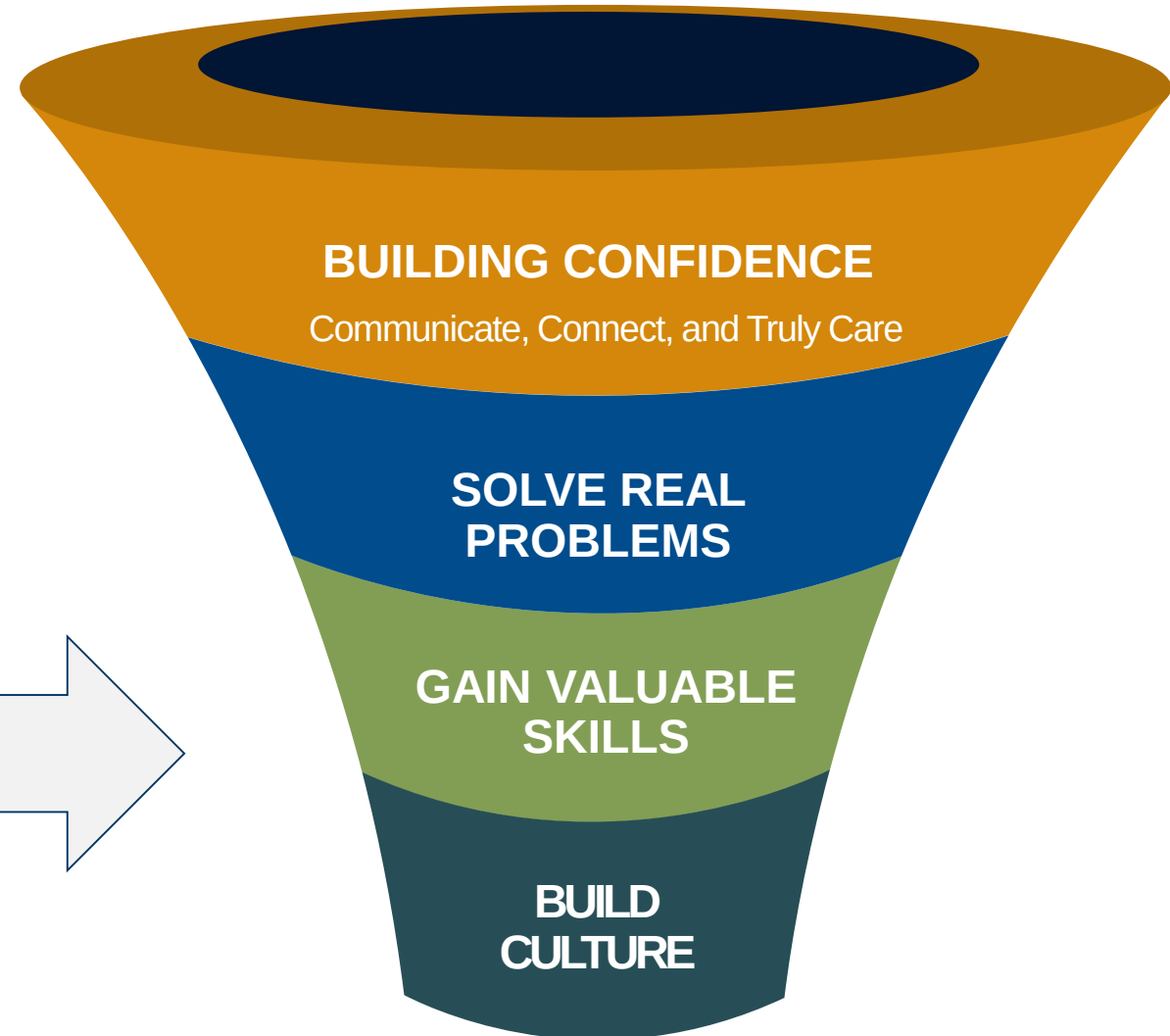
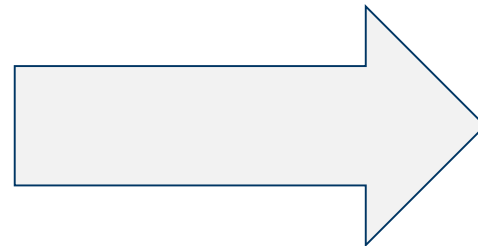
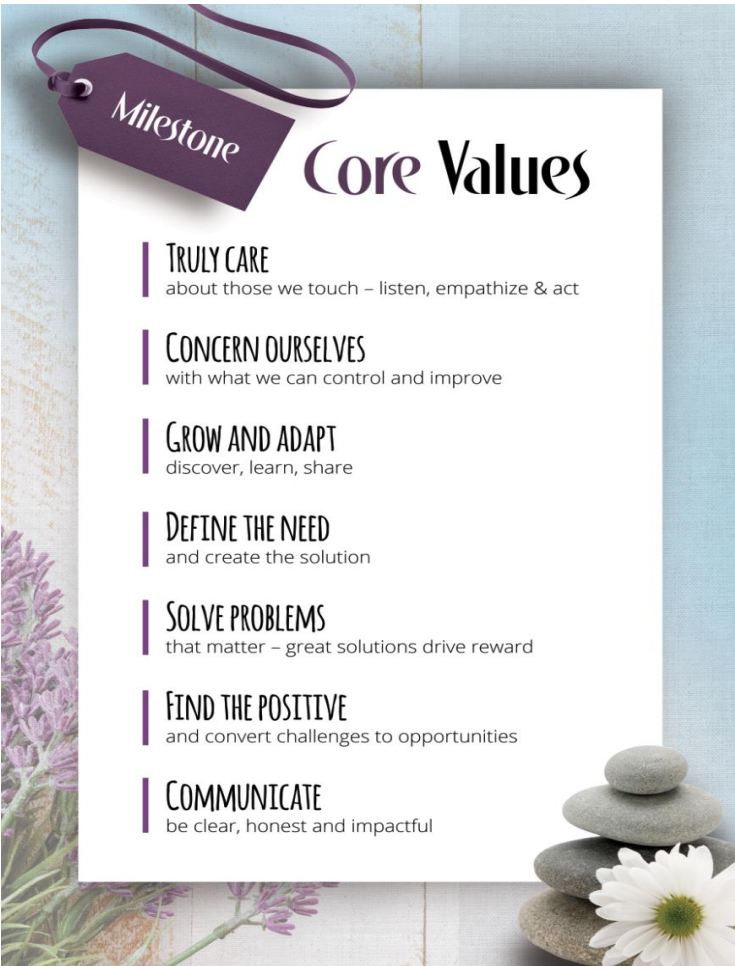
LEARN MORE >

TOGETHER *safely*

KEY TAKEAWAYS

ORGANIZATION RECOVERY FUNNEL

How to adapt organizationally during the recovery phase



SIGN UP FOR A FREE RECOVERY AUDIT

First 30 attendees* to register will get a complimentary review and recovery recommendations

- Milestone recovery checklist

<https://go.milestoneinternet.com/audit>

If you have trouble with form, try Chrome browser or submit name, url, and email as a question and we will respond

* Available to first 30 to respond, not available to agencies, consultants, or individuals



NEXT CRG WEBINAR W CHIP ROGERS CEO OF AHLA 7/1

Milestone | WEBINAR

Hospitality Digital Transformation and Adaptation with Chip Rogers

Reopening and recovery
webinar series

 WED, JULY 8TH

 10AM PT / 1PM ET



Chip Rogers
President and CEO, American Hotel &
Lodging Association



Anil Aggarwal (Moderator)
CEO, Milestone Inc

REGISTER NOW

Hear the latest on hotel reopening from the CEO of the American Hotel and Lodging Association

<https://go.milestoneinternet.com/webinar/chip-rogers>

Or check the Milestone blog to register

STAY IN FLOW STATE - SKILLS WE MUST HARNESS

