

Advice for Others?

- Learn from others – the little guys have to be creative!
- Find and empower your visionary.
- Dedicate the resources (staff, time, money) to make it happen.
- Find the right people to be the cheerleaders and to make it happen! (It won't happen if someone isn't pushing it along and supported from the top!)
- Engage the right people in the process up front (and get buy-in).
- Start with small wins where you can get them and build from there.
- Keep the focus on the client.
- Celebrate your successes!