How to Design an Exceptional Guest Experience

Did you know that a first time guest will typically decide to come back in the first 11 minutes of visiting your church? And yet, we spend very little time thinking about how to shape those first few minutes in a powerful way, much less the rest of their time with us.

The fact of the matter is that defining moments shape our lives, but we don’t have to wait for them to happen.

We can be the author of them.

In today's increasingly fast-paced and unpredictable environment, church leaders need to be involved in design thinking more than ever. **Design is all about action**, and churches too often get stuck at the talking stage.

Face it - despite all our planning and analyzing and controlling, the typical church's track record at translating its rhetoric into results is not impressive.

Moments matter. And what an opportunity we miss when we leave them to chance!

- All it takes is a bit of insight and forethought.
- All it takes is for you to **think like a designer**.

Auxano's Guest Experience Boot Camp will help you and your team do just that.

Here's what some past participants have said:

- *I loved all the content. It was made even more meaningful as we spent a chunk of time working on a personal plan for our church. Thank you for building that time in.*
- *The content was killer. Can't wait to process it all when I go back home. I loved how you gave us time to design it in the moment with our team.*
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My team used the information we learned to actually plan out the improvements of our church's guest experience.

- *We loved the process of learning some new principles and paradigms and the opportunity to apply them to our context in teams.*

The Guest Experience Boot Camp will introduce your team to developing powerful moments through design thinking…

...because Designing Guest Experiences is more important than delivering guest services.

Check out Auxano's Guest Experience Boot Camp in Cincinnati, OH on August 7-8.

> Register for the Guest Experience Boot Camp here.