

Facilitator Guide

Who are we?

We are a Customer Success Community run by Customer Success Managers.

One-stop shop for



..... in Nordics

We position **Nordics** as a global leader in **Customer Success** by cultivating a vibrant community that drives innovation, excellence, and sustainable growth within the SaaS.

Thank you for being our guest!



In our community, we focus on connecting People and Companies, fostering a true person-to-person (P2P) vibe. To maintain this spirit and share the best of your expertise with our Community, please review the points below, each came from our experience :)

Facilitator:

What we ask from you to check before our event



As a Facilitator of a small group discussion, you'll lead a group of 6-8 people in exploring a specific topic. Your main goal is to foster a productive, engaging discussion with some sparks of excitement **and provide a summary what you have been discussed in the end of a session.**

To ensure a smooth flow, please prepare some talking points or prompts in advance, for example:



- use cases from your own experience (based on facts, including numbers and real measured outcomes),
- use cases from ChatGPT (please make sure they have some numbers too),
- quizzes,
- puzzles,
- bingo games,
- Quizlet flashcards,
- Mentimeters,
- polls.

Imagine yourself after a long working day: what professional discussion will be really fun and challenging for you at the same time? **Create it!**



That's it! Thank you for being our Speaker, it is super important for us.

We are Customer Success managers the same as you.
We rock!

Please feel free to reach out to me should you have any questions.
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