Karen Albert

First released for Outbox 2021

Alida

Starters *5-10 mins*

Snack, Cackle & Pop................................. 2 mins
Snack: *Grab a snack before beginning*
Cackle:

The element of surprise!!

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O	**Mg**
Oxygen 15.999	Magnesium 24.305

STEMettes

Pop: *Stemillions playlist on Spotify:*
bit.ly/stemillionsplaylist

Meet Her.. 5 mins
Karen joined the Alida Customer Success Team in Vancouver 13 years ago before relocating back to London to help establish a Customer Success Team. Since then, Karen spent most of her time at Alida as a Customer Success Director, responsible for managing some of our largest, global Insight Communities. Outside of work, Karen is a busy Mum of 2 young girls and a 10 month old Husky.

Discuss:
- ★ *What do you think of Karen's job?*
- ★ *Karen has a Husky, do you have any pets?*
- ★ *How many people do you think work on a team at Alida?*

Mains *20 mins - choose ONE only*

ACTIVITY.. 20 mins
Ingredients: internet access
PART 2: In part 1, you had a go at designing an app and creating a few pages to show your customers, aka, your fellow Connect members. In today's session, you will be presenting your apps to the group and talking us through the ideas behind the app and the pages. It doesn't need to be a long presentation, maximum 2 minutes. Whilst you are presenting, other members of Connect will be writing feedback in the Notes section of the powerpoint. What makes good feedback?

- ★ *Be specific about what you would like to see change on the app.*
- ★ *Try to do it whilst the speaker is talking as the best feedback comes whilst the ideas are still fresh in your mind.*
- ★ *Make sure your feedback is constructive - remember this is still someone's work so make sure its constructive and actionable.*
- ★ *Make sure your feedback can be resolved in the next 1 hour session. Don't give them a massive goal that can't be achieved.*

Karen will also be able to give you some good advice on how to give the best feedback.

Desserts *5 min*

Share with us .... 1 min
Upload photos on Twitter or Instagram and tag @Stemettes and #Stemillions.

Ask Them.. 2 mins
Got a question? Ask Away! bit.ly/Ask-Away

Digest.. 2 mins
Digest this Meal Plan - fill out the feedback form.