

No. 1

I RESOLVE TO...

Offer our customers a more *relevant experience*.

january

No. 2

I RESOLVE TO...

Make decisions that are informed by all kinds of customer input.

february

No. 3

I RESOLVE TO...

Figure out *what customer data* is advising me to do.

march

No. 4

I RESOLVE TO...

Craft a better employee experience.

april

No. 5

I RESOLVE TO...

Be the **champion** for the customer in my company.

may

No. 6

I RESOLVE TO...

Look outside my industry for inspiration.

june

No. 7

I RESOLVE TO...

Coach others in my company on design-thinking processes.

july

No. 8

I RESOLVE TO...

Co-create at least one experience with my customers this year.

august

No. 9

I RESOLVE TO...

Rival Amazon's claim of being "earth's most customer-centric company."

september

No. 10

I RESOLVE TO...

Think outside in.

october

No. 11

I RESOLVE TO...

Use *empathetic design* to **solve problems** for my customers.

november

No. 12

I RESOLVE TO...

Become a company that is *loved*.

december

january

	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

february

	1	2	3			
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

march

	1	2	3			
4	5	6	7	8	9	10
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

april

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8	9	10	11	12	13	14	15
16	17	18	19	20	21	22	23
24	25	26	27	28	29	30	31

may

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27	28	29	30	31		

june

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24	25	26	27	28	29	30

july

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29	30	31				

august

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september

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30						

october

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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

november

	1	2	3			
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

december

						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
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