

RCSA MEMBER EXPERIENCE.

Rachael Fisher | Member Experience | RCSA

Experience

Noun. observation
and facts

Verb. undergo and
feel as an emotion or
sensation

Everything we do is
in the pursuit of
delivering a **world
class** 'Member
Centric' experience

They may forget what
you **said**, but they
will never forget how
you made them **feel**

The energy of connection.

The impact of **belonging**.

The power of engagement.

The past is **data** and the future is **human**.

rdsa / LEADING IN
THE WORLD
OF WORK