



## AFLAC U.S. PRESIDENT VIRGIL MILLER WITH HOST DON YAEGER

### **Don's favorite quotes from the episode:**

- "The measure of any leader is based on the performance of his or her people. If my team fails, it is because of me. And if they succeed, I am a part of that as well."
- "Don't just lead— transform. Leave the team better than you found it."
- "You can't hit the ball if you don't swing the bat."
- "We listen to customer feedback, but you also need to be a customer in your own process."

### **Reflection Question so you can "Walk your own process:"**

Write down three systems you have in place that your customer experiences on a regular basis. (example: call center, online ordering process, parking, checking in, etc.)

#### **System 1:** \_\_\_\_\_

*When will you test the process this week? Is there someone assigned to do this on a regular basis?*

#### **System 2:** \_\_\_\_\_

*When will you test the process this week? Is there someone assigned to do this on a regular basis?*

#### **System 3:** \_\_\_\_\_

*When will you test the process this week? Is there someone assigned to do this on a regular basis?*