



# The WOW Factor Excellence - Part 3

The WOW Factor is defined as; a memorable experience that leaves people talking about us in an extremely positive way.

Excellence is not about \_\_\_\_\_.

When we make a mistake, how do we \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_?

Two things we must do, to bring the WOW Factor, after making a mistake

1. \_\_\_\_\_
2. \_\_\_\_\_

## **Discussion Questions:**

For the next 3-5 minutes evaluate the questions below, then share your responses.

On a scale of 1-10, how excellent are you about making things right?

1 2 3 4 5 6 7 8 9 10

Why did you give yourself this rating?

What benefits would you receive if you improve your rating?

Who do you know that delivers a WOW Factor when making things right? What do you admire about this person/company?

What specific action(s) can you apply immediately when making things right in the midst of mistakes?