

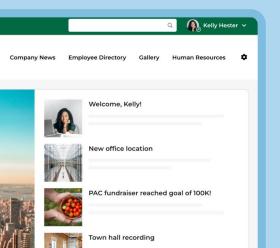




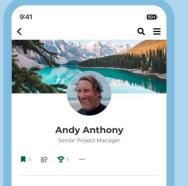


## Extreme Makeover: Internal Comms Edition









Where Teams + Ideas Grow



Ice breaker question

What piece of corporate jargon should be banned forever?

Session will be recorded

**O** 

Cameras and mics are disabled



Chat options



Q+A

?







Wil Arndt
Creative Director, OXD

With over 20 years of design experience, Wil's work has been honoured with some 150 industry and design awards and numerous accolades in the media.



## About you



• Creating print & digital communication pieces

- Creating print & digital communication pieces
- Writing engaging, on-brand content

- Creating print & digital communication pieces
- Writing engaging, on-brand content
- Increasing corporate alignment

- Creating print & digital communication pieces
- Writing engaging, on-brand content
- Increasing corporate alignment
- Increasing intranet adoption



## Your pains









## What is good design?



What is good design?

?

Design school in 15 minutes



What is good design?

?

Design school in 15 minutes



Let's see this in action



What is good design?

?

Design school in 15 minutes



Let's see this in action



Let's apply this!



What is good design?

?

Design school in 15 minutes

♦‡

Let's see this in action

以

Let's apply this!

 $\bowtie$ 

Q+A

?

What is good design?

?

Design school in 15 minutes



Let's see this in action



Let's apply this!



Q+A







### Communication agency in Vicenza

KFADV



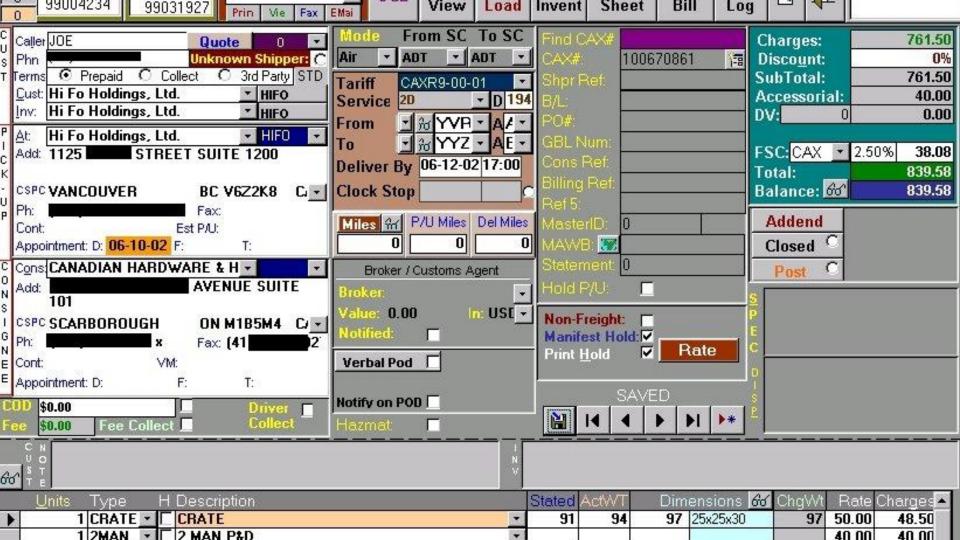
## YOUNGBOY NEVER BROKE AGAIN

LISTEN

PACE VERSO

# JEFF KOONS: MOON PHASES

A New Multifaceted Project from Jeff Koons. Presented by Pace Verso. Delivered to the Moon by 4Space and Intuitive Machines.









Cannot quit Microsoft Office Excel.



### People have alot to say about Penny Juice!

THE CHILDREN AT KID KOLLEGE LOVE THE TASTE OF PENNY JUICE AND DRINK IT WITHOUT ENCOURAGEMENT FROM OUR TEACHERS. I LIKE PENNY JUICE FOR THAT REASON AND BECAUSE IT IS 100% JUICE FROM CONCENTRATE REQUIRING NO REFRIGERATION PRIOR TO MIXING. THE HANDY MIX PITCHER TAKE THE GUESS WORK OUT OF PREPARATION.

#### CASSIE PENCE - KID KOLLEGE/BILLINGS, MT

"THANK YOU FOR THE OPPORTUNITY TO LET EVERYONE KNOW ABOUT YOUR TERRIFIC COMPANY! IT'S EASY TO STORE AND MIX AND WE RECEIVE GREAT SERVICE!"

MARY CELLA - BLISS ACADEMY EARLY LEARNING CENTER/GREENWOOD VILLAGE, CO

I LOVE THE PROMPTNESS OF SERVICE! "EASY MIXING BOY"

#### KID'S WORLD LEARNING CENTER/ BROOKINGS, SD

I HAVE BEEN USING PENNY JUICE AT MY CHILDCARE CENTER FOR 2 YEARS. THE CHILDREN LOVE ALL THE FUN COLORS. I HAVE RECOMMENDED PENNY JUICE TO OTHER CHILDCARE DIRECTORS IN THE AREA.

### DANA HOENIGSCHMIDT - KIDS COUNTRY CHILDCARE/ST. FRANCIS, MN

THEY OFFER A GREAT PRODUCT AT A REASONABLE PRICE, THEIR CUSTOMER SERVICE IS EXCEPTIONAL. WE HAVE ENJOYED OUR EXPERIENCE WITH PENNYJUICE AND LOOK FORWARD TO MANY MORE YEARS OF DOING BUSINESS TOGETHER.

LISA E. INGRAM - ANGELS' NEST, INC/COLORADO SPRINGS, CO

THANK YOU! WE ARE SO GRATEFUL TO HAVE FOUND PENNYJUICE, I AM 110% PLEASED WITH PENNY JUICE, KEEP UP THE GOOD WORK.

#### ROSEMARY - LARAMIE COUNTY HEAD START/CHEYENNE, WY

I LOVE THE VERIETY OF THE FLAVORS AND THE FACT THAT OUR AUTOMATIC SHIPMENTS ARRIVE IN A TIMELY MANNER, THANKS SO MUCH! GOD BLESS!

### DEBBIE MOORE, DIRECTOR - CHILDREN'S LEARNING CENTER/BOSSIER CITY, LA

AS TH DIRECTOR OF A UNIVERSITY AFFILIATED, BUT PRIVATELY OWNED CHILD CARE FACILITY TOP QUALITY PRODUCTS THAT ARE ALSO BUDGET-FRIENDY ARE ESSENTAIL. I ESPECIALLY LIKE THE EASE OF ORDERING ON-LINE OR BY PHONE, KNOWING THAT THE JUICE WILL BY PROMPTLY DELIVERED DIRECTLY TO THE CENTER, NO MORE HAULING SHOPPING CARTS FULL OF FROZEN JUICE CONCENTRATE FORM THE GROCERY STORE!

### THANKS, PENNYJUICE FOR SAVING ME TIME AND MONEY!

### KATIE DAVIS, DIRECTOR/OWNER - UNIVERSITY CHILDREN'S CENTER/SUPERIOR, WI

"PENNY JUICE HAS CERTAINLY BEEN AN ASSET TO OUR FOOD PROGRAM . I AM VERY HAPPY WITH SWITHING TO PENNY JUICE AND WOULD RECOMMEND YOU IN A HEATBEAT YOU PROVIDE AN EXCELLENT PRODUCT, HASSLE FREE. IT DOESN'T GET ANY BETTER THAN THAT. "







Home

Cars

Customers

About Ling

Fun stuff

Free stuff

Live staff

CARS A-Z





What makes great design, great? What makes bad design, bad?







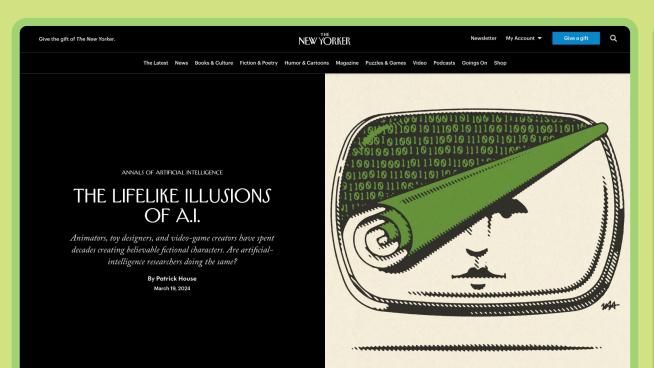
Bad design gets in the way.

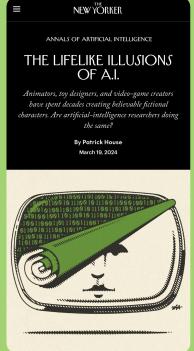
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# The psychology of design principles

What is good design?

?

Design school in 15 minutes



Let's see this in action



Let's apply this!



Q+A





#### Design school in 15 minutes

## ThoughtFarmer

## Topics

Frames of reference

Line

Shape

Texture & density

Depth

Scale

Orientation

Colour

Saturation

Structural skeletons

Vectors

Vector directions

Screen forces

Frame magnetism

Hierarchy

Alignment

Rhythm and patterns

Compositional flow

Reading patterns

Balance

Symmetry

Legibility vs. Readability

Type grids

Typographic systems

Modes of type interaction

Line lengths

Letter-spacing, line height

Illusion of movement

Continuation principle

Motion path

Keyframes, tweening

**Transitions** 

#### Design school in 15 minutes

## ThoughtFarmer

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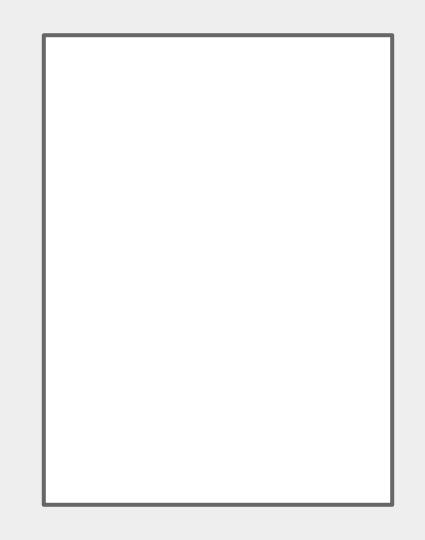
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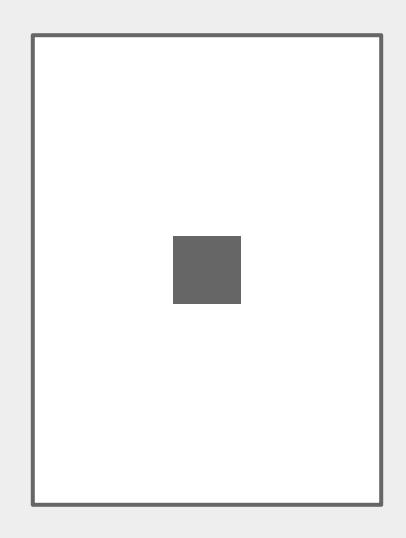
**Transitions** 

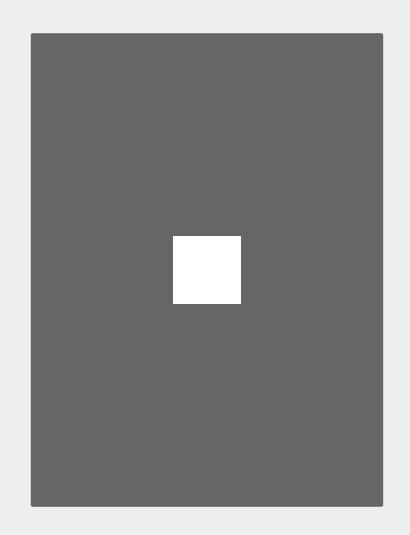


# Frames of reference

















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Computer mice Chairs

See more

#### Refresh your space



Dining





Kitchen



Health and Beauty

See more

#### Deals in PCs



Shop now

#### **Amazon Gadget Store**



Smartphones



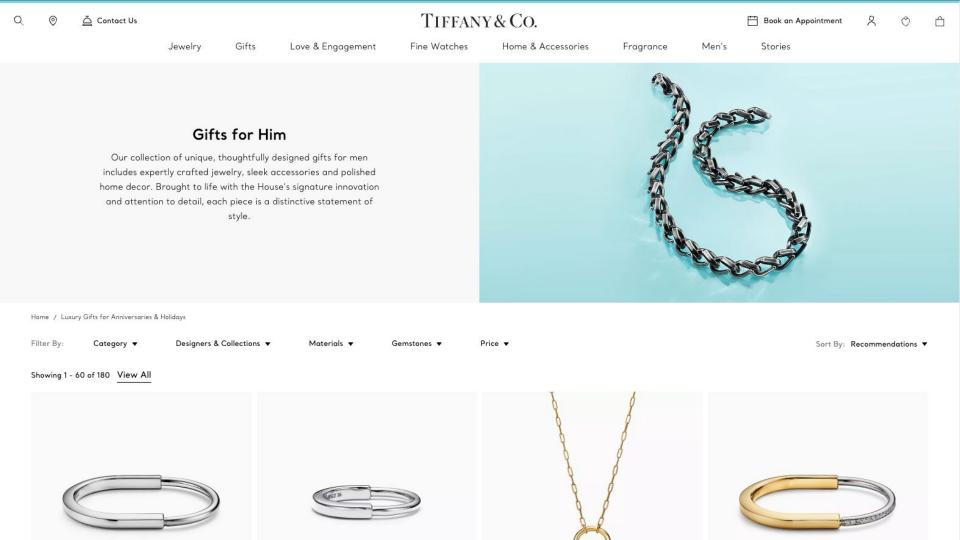


Tablets

Laptops

TVs

See more from Amazon Gadgets





# Screen forces











### Investment solutions designed for you

At Bank of America and Merrill, we offer a range of solutions to help you manage your wealth. Find the investment approach that fits your needs.



Save the Date! The Legendary Student Art Sale returns November 25 - 27.

Buy local and support the arts!



Construction of our new home at Great Northern Way is 70% complete!

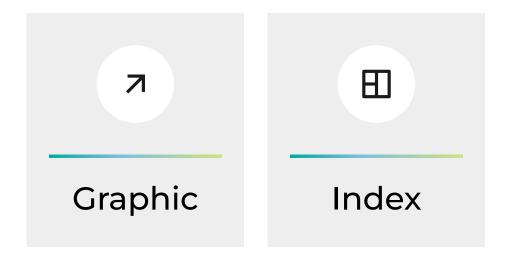
Looking for ways to support students? Build with us!

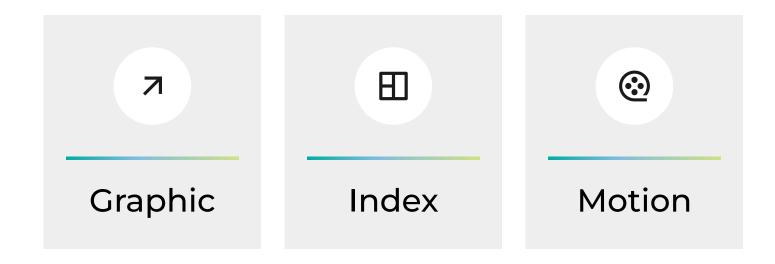




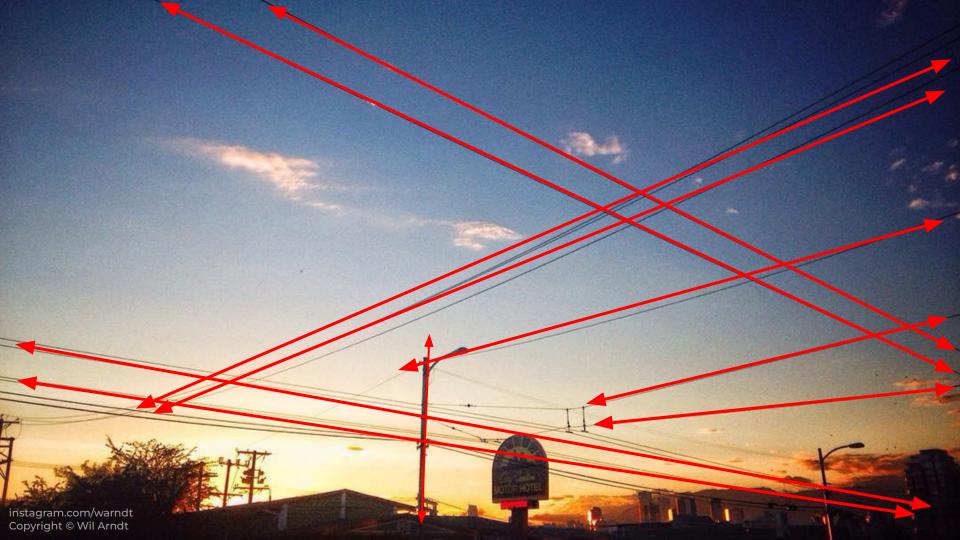
## ThoughtFarmer



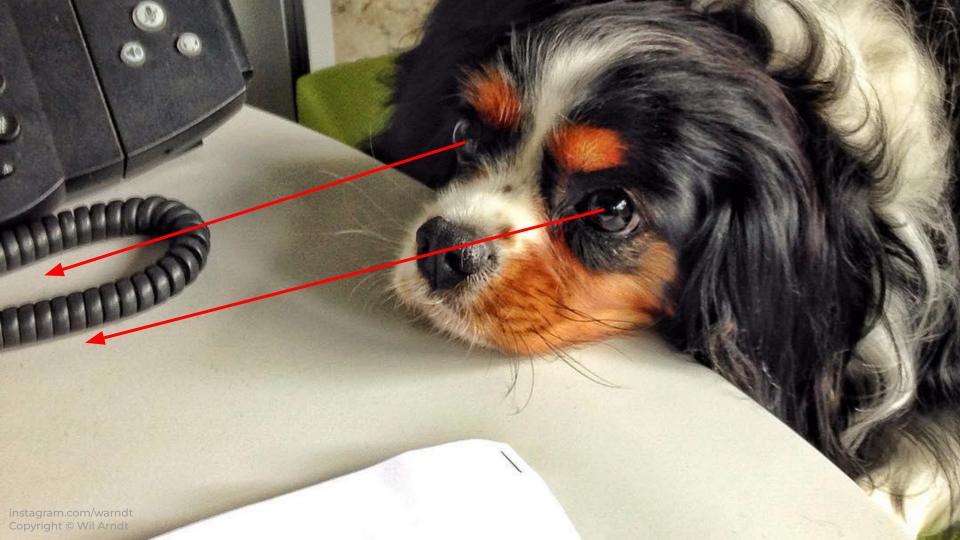






















# Colour







### ThoughtFarmer

## Take a breath...





## Hierarchy

### Hierarchy

Size Saturation

Shape Orientation

Colour Alignment

Depth Local whitespace

Texture Intrinsic interest

Density Perceived physical weight

This block of text is the most important element in the layout, as communicated by its position (top), relative size, relative font weight, and dimension. The placement of a faint colour below it further signals importance.

80 days around the world, we'll find a pot of gold just sitting where the rainbow's ending. Time - we'll fight against the time, and we'll fly on the white wings of the wind.

There's a voice that keeps on calling me. Down the road, that's where I'll always be.
Every stop I make, I make a new friend. Can't stay for long, just turn around and I'm gone again.

Just the good ol' boys, never meanin' no harm. Beats all you've ever saw, been in trouble with the law since the day they was born. Straight'nin' the curve, flat'nin' the hills.

80 days around the world, we'll find a pot of gold just sitting where the rainbow's ending.

Time - we'll fight against the time, and we'll fly on the white wings of the wind.

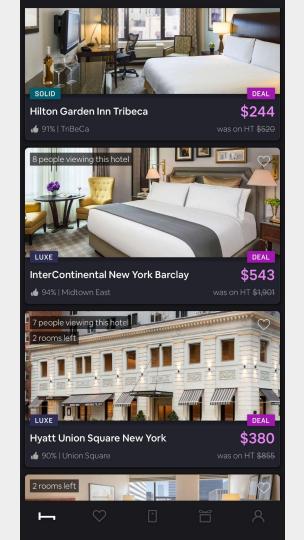
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This block of text is still the most important element in the layout, but because it's not at the top of the page, the viewer will likely experience a brief decision process before directing attention toward this block of text.



## Rhythm + patterns





Anywhere

Any week

Add guests











Tree houses











**★** 4.89









**★** 4.94













Santa Marta de Portuzelo, Portugal ★ 4.9 Built in the 12th century Apr. 30 - May 6

\$1,766 CAD night



7,114 km away Mar. 20 - 25



\$1,009 CAD night



Bree, Ireland Built in the 19th century Sep. 15 - 20 \$2,354 CAD night



Built in 2013 May 5-10



\$1,345 CAD night



Clackmannanshire, UK Duilt in 1000



Cumbria, UK 7.276 km august



Duilt in 1960









....



**★** 5.0



## Levels of hierarchy

### Three essential levels

Dominant

### Three essential levels

- Dominant
- Subdominant

### ThoughtFarmer

### Three essential levels

- Dominant
- Subdominant
- Subordinate

Ten years ago a crack commando unit was sent to prison by a military court for a crime they didn't commit.

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There's a voice that | Just the good ol'

Down the road, that's where I'll always be. Every stop I make, I make a new friend. Can't stay for long, just turn around and I'm gone again.

boys, never meanin'

No harm. Beats all you've ever saw, been in trouble with the law since the day they was born. Straight'nin' the curve, flat'nin' the hills.

Ten years ago a crack commando unit was sent to prison by a military court for a crime they didn't commit.

There's a voice that

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and we'll fly on the

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the wind.

### keeps on calling me. Down the road, that's where I'll always be. Every stop I make, I make a new friend. Can't stay for long, just born. Straight'nin' the turn around and I'm gone again.

### Just the good ol' boys, never meanin'

! No harm. Beats all you've ever saw, been in trouble with the law since the day they was curve, flat'nin' the hills.

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# What's the difference between legibility and readability?

correspondence, bills, or statements. Bulk mail cannot be sent to foreign countries. The total count of the bulk mailing should be placed on the PO-10 form. The University Post Office is responsible for processing all outgoing University mail and distributing interdepartmental mail. Departments are responsible for properly preparing their outgoing mail. Mail that is not properly prepared, arrives damaged or wet, or does not meet USPS requirements may be returned to the department with an explanation of the required corrective action. Interdepartmental mail must be related to official University business. "Chain letters" are strictly prohibited and will be turned over to University Police. Bulk mailings must be at least 200 pieces in zip code order with identical contents, as well as having the nonprofit indicia printed in the upper right hand corner.

Separate in state from out of state pieces. Arrange all pieces with the address facing the same way. Bulk mailings cannot contain any personal correspondence, bills, or statements. Bulk mail cannot be sent to foreign countries. The total count of the bulk mailing should be placed on the PO-10 form. The University Post Office is responsible for processing all outgoing University mail and distributing interdepartmental mail. Departments are responsible for properly preparing their outgoing mail. Mail that is not properly prepared, arrives damaged or wet, or does not meet USPS requirements may be returned to the department with an explanation of the required corrective action. Interdepartmental mail must be related to official University business. "Chain letters" are strictly prohibited and will be turned over to University Police.

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### ThoughtFarmer

What is good design?

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Design school in 15 minutes



Let's see this in action



Let's apply this!

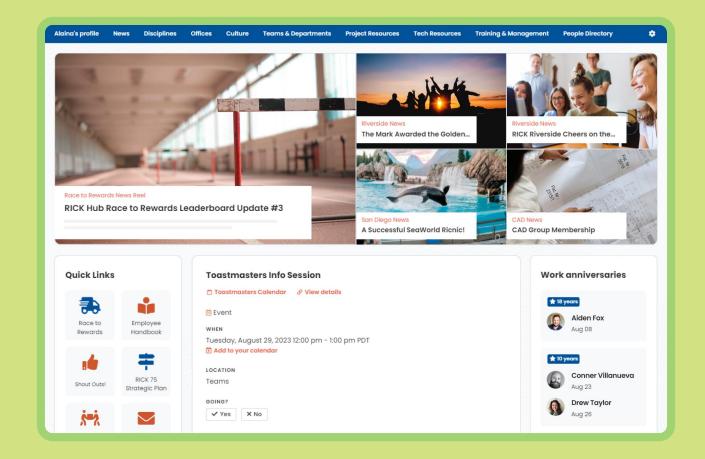


Q+A

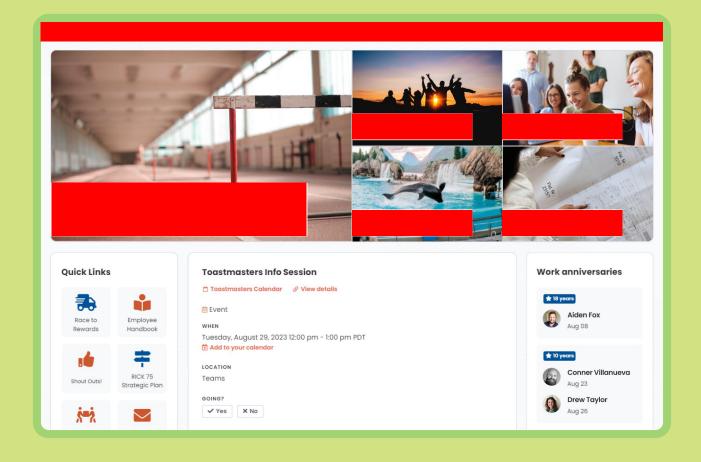




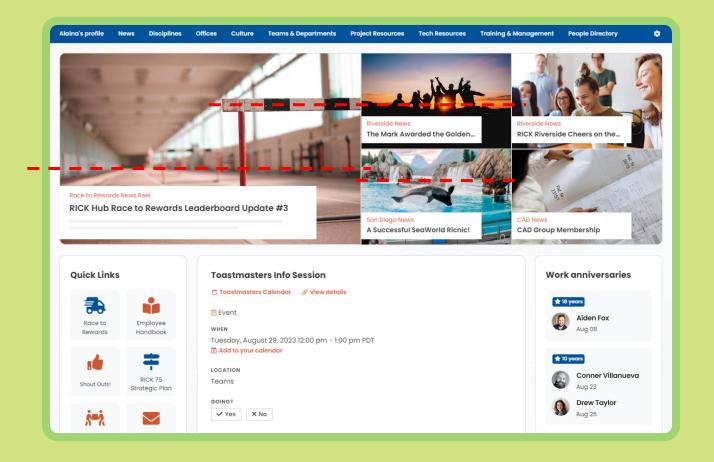




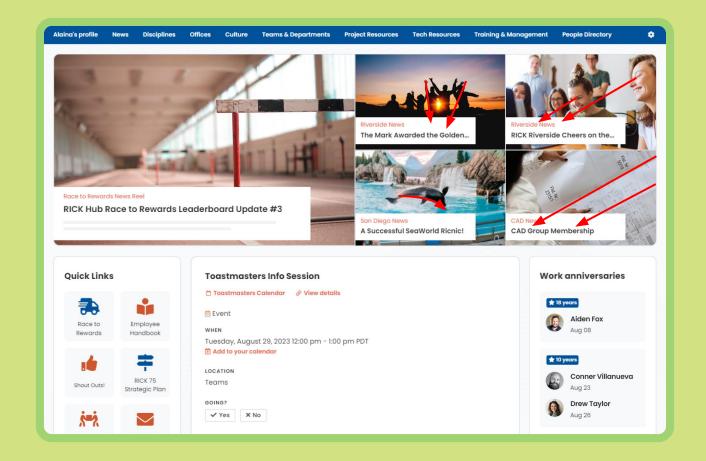




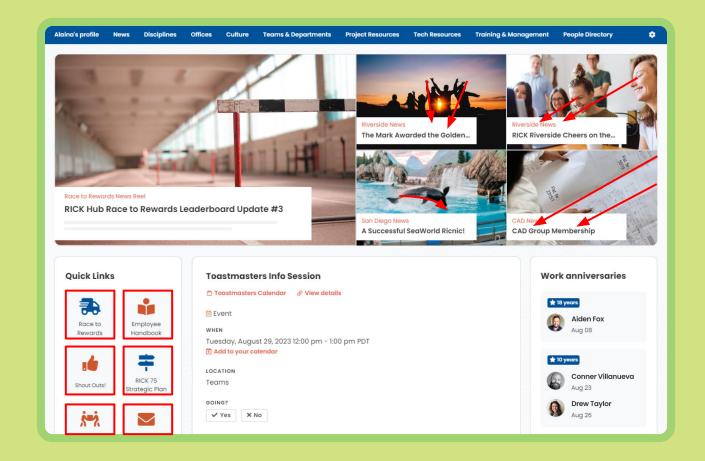




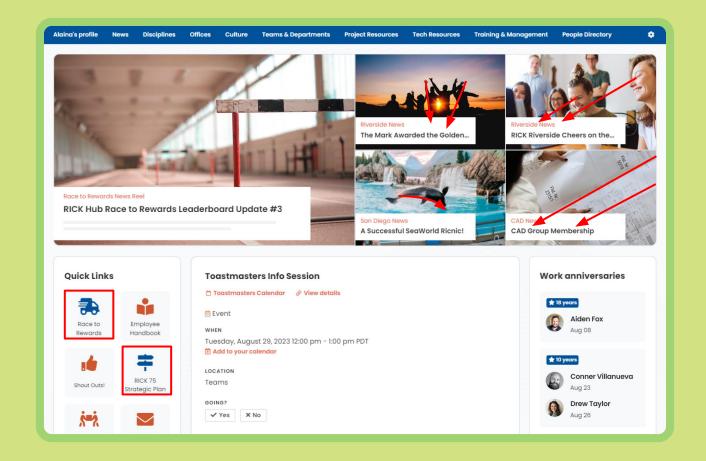






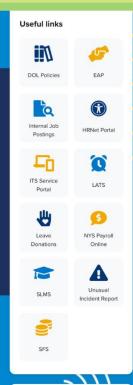












#### Policy, Guidance and Announcements



Announcements

#### State Fiscal Year-End Reminders 7

In order to transition to the new state fiscal year, there will be a planned shutdown of the Statewide Financial System (SFS) by the Office of the State Comptroller (OSC).

21 days by DOLi Team

○ 2 □ 39



Announcements

#### Commuting to work? Save with NYS-Ride!

The Office of Employee Relations (OER) has announced the current NYS-Ride commuter benefit has been enhanced to allow employees to enjoy pre-tax savings on qualified parking expenses.

6 days by DOLi Team

7 7 39

#### Announcements

#### Are You an Attorney Who Needs Continuing Legal Education (CLE)?

If you are a licensed attorney who needs New York State CLE credit hours for your biennial reporting cycles, please participate in our short survey.



Announcements

#### Office Closures in Select Counties

March 14, 2023: Excused Absence Due to Weather for Select Counties

Load more v

#### **EDGE Announcements**

Training With An EDGE

#### Respectful Communication in the Workplace Training

Respectful Communications in the Workplace (Virtual) is a course that provides participants with tools and techniques for improving communication in the workplace.

Training With An EDGE

#### Delegation for Managers Training

Delegation is a vital management skill, but for many managers, it's the hardest to put into practice. In this session, we will identify barriers to delegation and challenge participants to overcome their barriers.

9 days by

○ 4 ○ 1 □ 29

Training With An EDGE

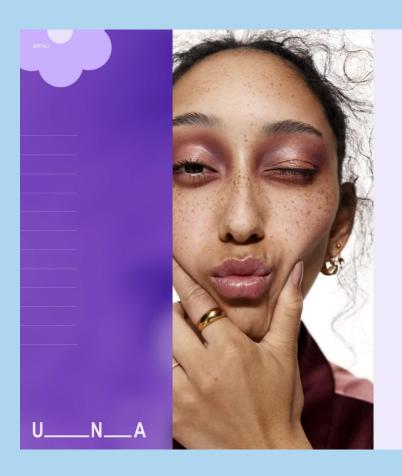
#### Time Management Training Opportunities

This workshop is designed to provide participants with tools and techniques to manage their time in the most efficient way.

Birthdays

Activity

DOL Calendar





Lookbo



Our Tea

Sustaina



Service

Solution

About us

Careers

FAG

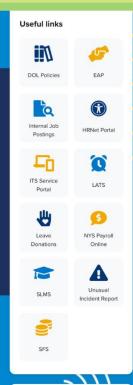
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#### Policy, Guidance and Announcements



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Let's see this in action



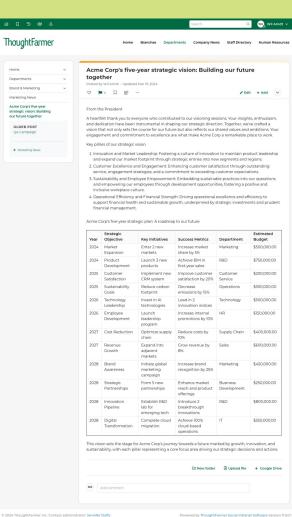
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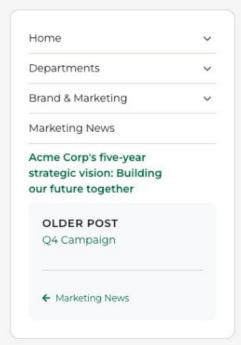


Q+A

3







Posted by Wil Arndt · Updated Mar 19, 2024







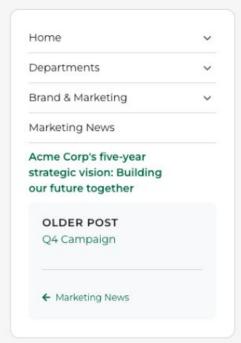
#### From the President

A heartfelt thank you to everyone who contributed to our visioning sessions. Your insights, enthusiasm, and dedication have been instrumental in shaping our strategic direction. Together, we've crafted a vision that not only sets the course for our future but also reflects our shared values and ambitions. Your engagement and commitment to excellence are what make Acme Corp a remarkable place to work.

Key pillars of our strategic vision

- Innovation and Market Leadership: Fostering a culture of innovation to maintain product leadership
  and expand our market footprint through strategic entries into new segments and regions.
- Customer Excellence and Engagement: Enhancing customer satisfaction through outstanding service, engagement strategies, and a commitment to exceeding customer expectations.
- Sustainability and Employee Empowerment: Embedding sustainable practices into our operations and empowering our employees through development opportunities, fostering a positive and inclusive workplace culture.
- 4. Operational Efficiency and Financial Strength: Driving operational excellence and efficiency to support financial health and sustainable growth, underpinned by strategic investments and prudent financial management.

Year	Strategic Objective	Key Initiatives	Success Metrics	Department	Estimated Budget	
2024	Market Expansion	Enter 2 new markets	Increase market share by 5%	Marketing	\$500,000.00	
2024	Product Development	Launch 3 new products	Achieve \$1M in first-year sales	R&D	\$750,000.00	
2025	Customer Satisfaction	Implement new CRM system	Improve customer satisfaction by 20%	Customer Service	\$200,000.00	
2025	Sustainability Goals	Reduce carbon footprint	Decrease emissions by 15%	Operations	\$300,000.00	
2026	Technology Leadership	Invest in AI technologies	Lead in 2 innovation indices	Technology	\$500,000.00	
2026	Employee Development	Launch leadership program	Increase internal promotions by 10%	HR	\$150,000.00	
2027	Cost Reduction	Optimize supply chain	Reduce costs by 10%	Supply Chain	\$400,000.00	
2027	Revenue Growth	Expand into adjacent markets	Grow revenue by 8%	Sales	\$600,000.00	
2028	Brand Awareness	Initiate global marketing campaign	Increase brand recognition by 25%	Marketing	\$450,000.00	



Posted by Wil Arndt · Updated Mar 19, 2024



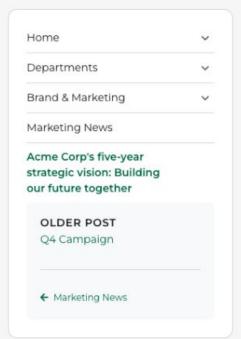


#### From the President

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Key pillars of our strategic vision

- 1. Innovation and Market Leadership: Fostering a culture of innovation to maintain product leadership and expand our market footprint through strategic entries into new segments and regions.
- Customer Excellence and Engagement: Enhancing customer satisfaction through outstanding service, engagement strategies, and a commitment to exceeding customer expectations.
- Sustainability and Employee Empowerment: Embedding sustainable practices into our operations and empowering our employees through development opportunities, fostering a positive and inclusive workplace culture.
- 4. Operational Efficiency and Financial Strength: Driving operational excellence and efficiency to support financial health and sustainable growth, underpinned by strategic investments and prudent financial management.



Posted by Wil Arndt · Updated Mar 20, 2024



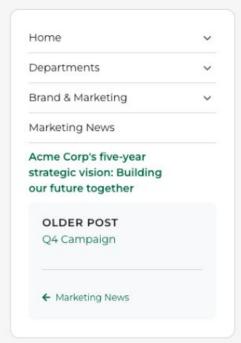


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Posted by Wil Arndt · Updated Mar 19, 2024





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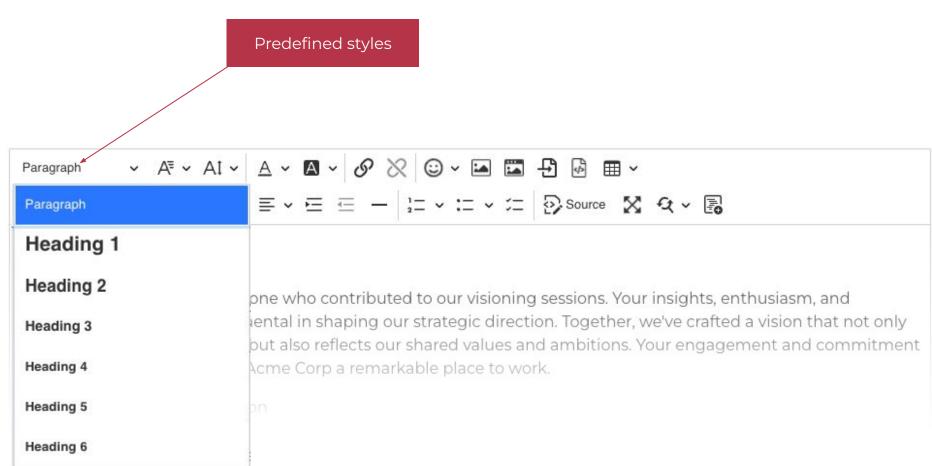
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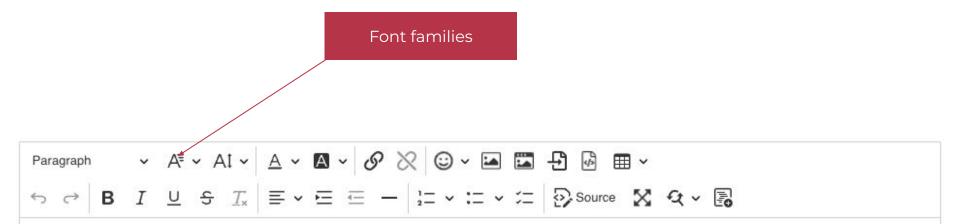
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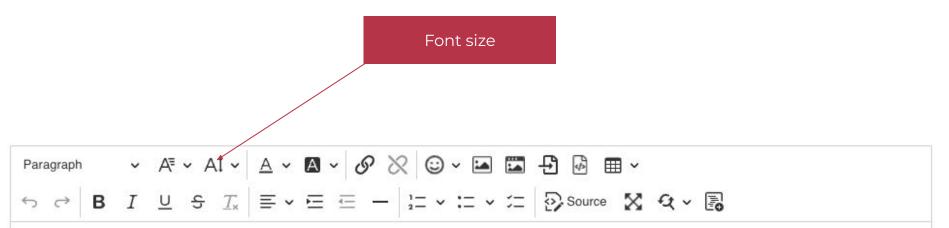
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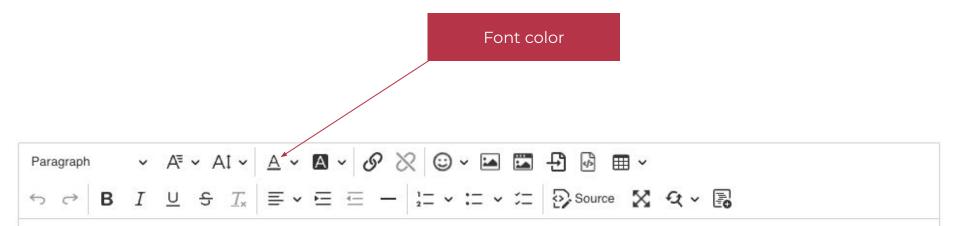
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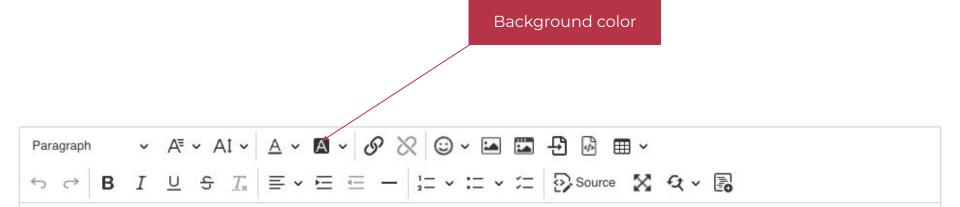
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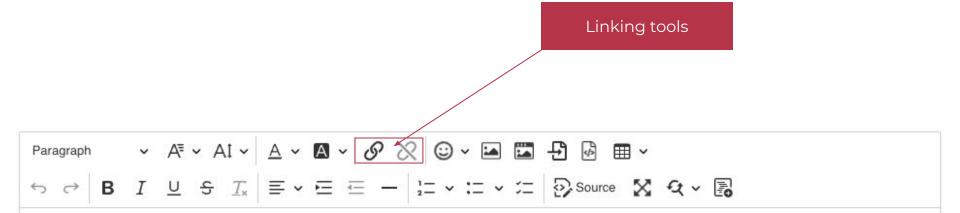
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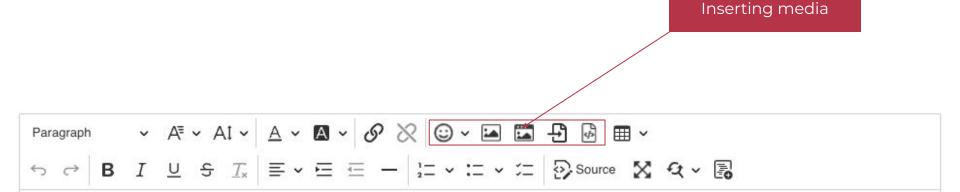
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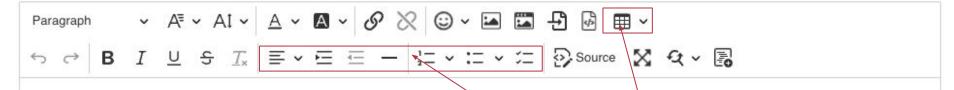
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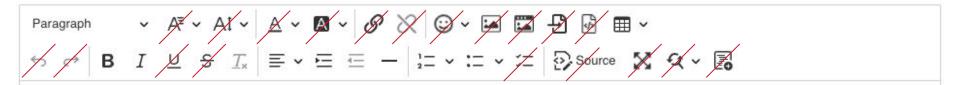
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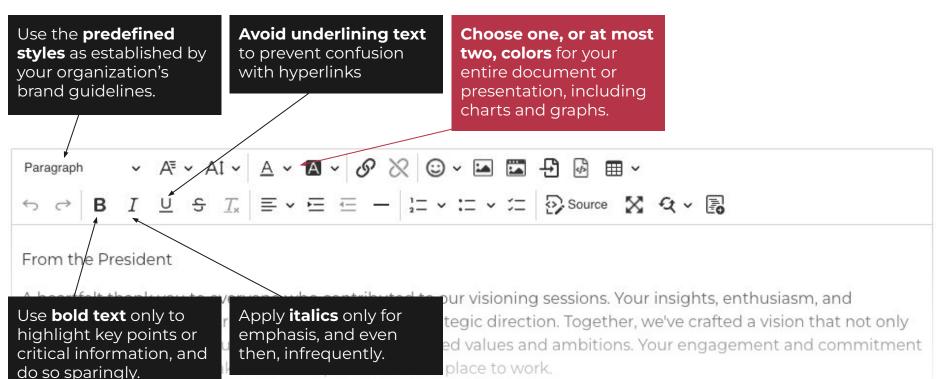
**Avoid underlining text** to prevent confusion with hyperlinks

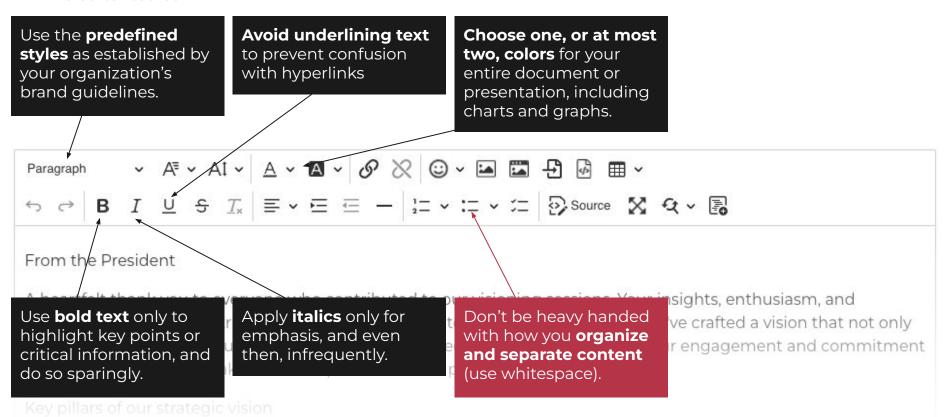
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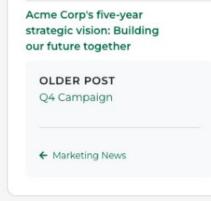






# Focus on substance over style.





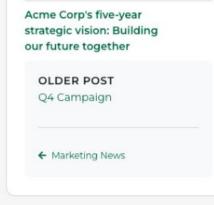
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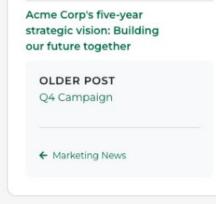
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# Hello 80's fans.

Ten years ago a crack commando unit was sent to prison by a military court for a crime they didn't commit.

80 days around the world, we'll find a pot of gold just sitting where the rainbow's ending. Time—we'll fight against the time, and we'll fly on the white wings of the wind.

There's a voice that keeps on calling me. Down the road, that's where I'll always be. Every stop I make, I make a new friend. Can't stay for long, just turn around and I'm gone again.

Just the good ol' boys, never meanin' No harm. Beats all you've ever saw, been in trouble with the law since the day they was born. Straight'nin' the curve, flat'nin' the hills.

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2026	Technology Leadership	Invest in AI technologies	Lead in 2 innovation indices	Technology	\$500,000.00
2026	Employee Development	Launch leadership program	Increase internal promotions by 10%	HR	\$150,000.00
2027	Cost Reduction	Optimize supply chain	Reduce costs by 10%	Supply Chain	\$400,000.00
2027	Revenue Growth	Expand into adjacent markets	Grow revenue by 8%	Sales	\$600,000.00
2028	Brand Awareness	Initiate global marketing campaign	Increase brand recognition by 25%	Marketing	\$450,000.00
2028	Strategic	Form 5 new	Enhance market	Rusiness	\$250,000,00

"Useless or optically active grids, boxes and frames around graphs ... vast empty framing areas and grid prisons that surround unexplained and unreadable numbers. Very little chartjunk appears in newspapers, or in major scientific journals—since the content is too important and too complex for fooling around with chartjunk."

Edward Tufte

Beautiful Evidence

"The setting of tables, often approached with gloom, may with careful thought be turned into work of great pleasure. First, try to do without rules altogether. They should be used only when they are absolutely necessary. Vertical rules are needed only when the space between columns is so narrow that mistakes will occur in reading without rules. Tables without vertical rules look better; thin rules are better than thick ones."

Jan Tschichold **Asymmetric Typography** 

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Anywhere

Any week

Add guests











Tree houses











**★** 4.89









**★** 4.94













Santa Marta de Portuzelo, Portugal ★ 4.9 Built in the 12th century Apr. 30 - May 6

\$1,766 CAD night



7,114 km away Mar. 20 - 25



\$1,009 CAD night



Bree, Ireland Built in the 19th century Sep. 15 - 20 \$2,354 CAD night



Built in 2013 May 5-10



\$1,345 CAD night



Clackmannanshire, UK Duilt in 1000



Cumbria, UK 7.276 km august



Duilt in 1960









....



**★** 5.0

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Optimize supply

Evpandinta

chain

Reduce costs by

Crown roughus by

10%

Supply Chain

Calor

\$400,000

¢con non

Cost Reduction

2027 Dayanua Crouth

2027

Y	'ear

2024

2027

Minimize formatting

Fit columns to data

**Use whitespace** 

Simplify and clean up data

Use as few rules as possible

Strategic Objective

Market Expansion

Enter 2 new markets

Key Initiatives

technologies

program

chain

Launch leadership

Optimize supply

adjacent markets

Expand into

Acme Corp's five-year strategic plan: A roadmap to our future

Increase market share by 5% Achieve \$1M in

innovation indices

Increase internal

Reduce costs by

Grow revenue by

10%

8%

promotions by 10%

Success Metrics

Marketing R&D

Customer

Sales

Department

\$750,000 \$200,000

Estimated

\$500,000

Budget

#### Product Launch 3 new Development products first-year sales Implement new 2025 Customer Improve customer Satisfaction CRM system satisfaction by 20% Sustainability Goals Reduce carbon Decrease footprint emissions by 15% Technology Invest in Al Lead in 2 2026

Leadership

Employee

Development

Cost Reduction

Revenue Growth

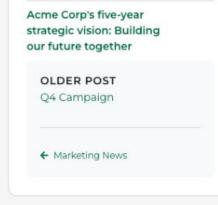
Service	
Operations	\$30
Technology	\$50
HR	\$1
Supply Chain	\$4

\$300,000 \$500,000 \$150,000 \$400,000 \$600,000

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Simplify and clean up data		Product Development	Launch 3 new products	Achieve \$1M in first- year sales	R&D	\$750,000
Fit columns to data	2025	Customer Satisfaction	Implement new CRM	Improve customer	Customer Service	\$200,000
Use whitespace		Sustainability Goals	system Reduce carbon	satisfaction by 20%  Decrease emissions	Operations	\$300,000
Use as few rules as possible			footprint	by 15%		
	2026	Technology Leadership	Invest in AI technologies	Lead in 2 innovation indices	Technology	\$500,000
		Employee Development	Launch leadership program	Increase internal promotions by 10%	HR	\$150,000
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	Acme	Acme Corp's five-year strategic plan: A roadmap to our future					
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		Revenue Growth	Expand into adjacent markets	Revenue +8%	Sales	\$600,000	
	2005	- 1				4.5000	
	2028	Brand Awareness	Global marketing campaign	Brand recognition +25%	Marketing	\$450,000	
		Strategic Partnerships	5 new partnerships	Enhance market reach and product	Business Dev.	\$250,000	



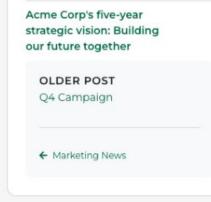
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Your insights, enthusiasm, and dedication have been instrumental in shaping our strategic direction. Together, we've crafted a vision that not only sets the course for our future but also reflects our shared values and ambitions. Your engagement and commitment to excellence are what make Acme Corp a remarkable place to work.

### Key pillars of our strategic vision

- Innovation and Market Leadership: Fostering a culture of innovation to maintain product leadership
  and expand our market footprint through strategic entries into new segments and regions.
- Customer Excellence and Engagement: Enhancing customer satisfaction through outstanding service, engagement strategies, and a commitment to exceeding customer expectations.
- Sustainability and Employee Empowerment: Embedding sustainable practices into our operations
  and empowering our employees through development opportunities, fostering a positive and
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- 4. Operational Efficiency and Financial Strength: Driving operational excellence and efficiency to support financial health and sustainable growth, underpinned by strategic investments and prudent financial management.

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Strategic Estimated

Year Objective Key Initiatives Success Metrics Department Budget



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Posted by Wil Arndt · Updated Mar 19, 2024

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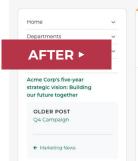
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#### Acme Corp's five-year strategic vision: Building our future together

Posted by Wil Arndt · Updated Mar 20, 2024

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7.44

How well do you understand your role in delivering the strategic vision?

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- I'm fairly confident, but could use a bit more info.
- I understand the vision, but i'm not sure how my role fits in
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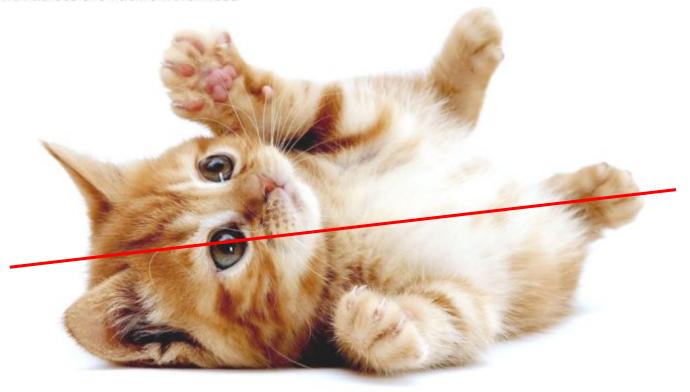
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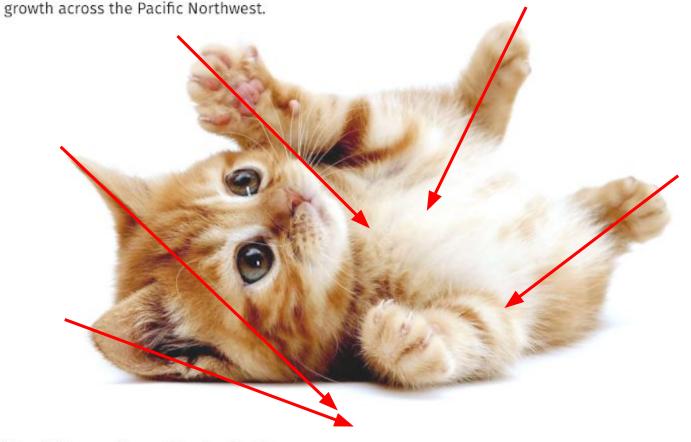
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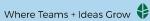


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## Topics covered

Frames of reference Screen forces

Scale Hierarchy

Colour Rhythm

Vectors Patterns

Vector directions Legibility vs. Readability

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Colour

Vectors

Vector directions

Screen forces

Hierarchy

Rhythm

Patterns

Legibility vs. Readability

Reviews

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