

MOMENTS THAT MATTER

Pause for a few minutes and think about a time that you found your work especially meaningful—one when you were able to see the bigger impact that your work had on the life of a client, customer, or community member. Complete each part of the canvas below to capture and reflect on this moment.

When exactly did this happen?
What was the context of the story?
What happened leading up to it?

Who did you interact with? Was it a customer, colleague, business partner, or other stakeholder? What role did they play?

What did you do leading up to this moment? How did you contribute?

What did you learn that made the moment meaningful?