



50+ TOUCHPOINTS

Client Retention Plan

WITH ROLAND KYM



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1. Why is this important?

2. Out of a rating of 10, how would you rate your touchpoint plan?

3. Describe and itemize your client touchpoint plan:

Item	Automated/Manual	Costs
1		
2		
3		
4		
5		
6		
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27		
28		
29		
30		

4. Describe the best parts of your touchpoint plan:

5. Describe the worst parts of your touchpoint plan:

6. Design your future/ideal touchpoint plan:

Item	Automated/Manual	Costs
1		
2		
3		
4		
5		
6		
7		
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7. What are you willing to change in your touchpoint plan? Who does it? By when?

Item to Change	How? Who?	Target Date

8. How will you stay accountable?

9. Who will help you stay accountable?

10. Any other AHA's you want to remember?

My 90-DAY HABIT BUILDER

Successfully build a habit. Failure is part of the process, but you need to minimize it to less than 15% of the time by succeeding at least 90 out of 100 days.

HABIT is:

In which area of your Life?

(circle one)

Personal
Life

My Job

My
Relationships

My
Business

My
Finances

My
Health

1 ★ Start Day	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50
51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70
71	72	73	74	75	76	77	78	79	80
81	82	83	84	85	86	87	88	89	90
91	92	93	94	95	96	97	98	99	100 ★ You did it!





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