

# What's next



## Enterprise

# Diversity is key to customer success

At a time when there are many conversations around how to build a world of equal opportunity and access, I think about diversity and its role in customer success. Simply put, a diverse team is critical to building deep relationships with customers, approaching situations from a broad viewpoint, solving problems creatively and collaborating to win. And that's why our involvement in CSYOU is so important to me.

## Joanne Taylor

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As a customer success leader and someone who has spent a lot of time in meetings discussing how to best solve problems with no easy answer, I can tell you perhaps the most important asset to have is diversity. Diversity in experience, diversity in background, diversity in opinion – it is simply put the necessary recipe for arriving at a positive outcome. Why is that?

With any situation, in business or frankly in life, taking one view rarely provides the lens necessary to understand options and opportunities. What is behind a door if you are not able to see that door exists? The best solutions come from teams who can show each other new doors and bring to light options that alone we would not consider. Therefore, it's incredibly important to ensure equal opportunity and access to career paths that will ensure corporate teams are diverse and balanced in their views, experiences and opinions.

It is with this in mind that I'm excited to share Nuance's sponsorship of CSYOU – a program Gainsight and SV Academy have launched to level the playing field in the customer success industry and offer training and placement opportunities in CX to underrepresented communities.

As Robin Garcia-Amaya, Vice President, Chief of Staff and Head of Philanthropy at Gainsight said recently, “we are amidst the most monumental civil rights movement in recent history, we know the momentum around inclusion has never been more powerful and as the Customer Success category creators, it's our responsibility to build an industry that offers everyone a future. Successful organizations, successful companies, and successful categories are, by definition, inclusive. “

Our values lead with **Act with Integrity** and that is a cornerstone of our success. It is an honor to work for an organization that is committed to inclusion and diversity, and I'm thrilled at the opportunity to partner with Gainsight and SV Academy on this innovative program as we continue to push forward in not only providing more access to jobs in customer success to underserved communities but also ensuring the Nuance team is filled with the diversity and inclusive culture so critical to positive outcomes for both Nuance itself and our customers.

I encourage you to learn more about the CS YOU program here, and for those interested in applying, please visit: <https://sv.academy/customer-success-fellowship>.

**Tags:** [Customer Stories](#), [Diversity & Inclusion](#)



## About Joanne Taylor

Joanne Taylor is Senior Vice President of Customer Success and Business Operations at Nuance. Joanne has more than 20 years of experience designing and directing comprehensive digital transformation and continuous improvement programs to maximize client success and revenue generation for world-class companies. Prior to joining Nuance in 2018, Joanne held senior positions at PwC, IBM, AlixPartners, and ADP where she ran the company's outsourcing and enterprise payroll services divisions. She holds a bachelor's degree in marketing from Graceland University and an MBA with a focus on information systems management from Baylor University's Hankamer School of Business.

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