

Level up your CX experience

Assessment for accreditation is based on comprehension, contribution and results of delegates throughout the course.

Knowing

CX Master - Level 1

understanding the topic

Duration

4 group sessions over 4 days

- 8 hours of interactive group sessions
- 2 hours per day
- Perfect for individual practitioners

Location: Live online with expert-led groups

Participants

Given the highly individualised nature of this program, courses are limited to 10 delegates

Requirements

Minimum 3 years of commercial experience, however, no specific qualifications are required because we want to create diverse teams of leaders

Graduates of Level 1 CX Masterclass will

- Be ready to take what they've learned to immediately improve their customer experience
- Be armed with the knowledge, tools & templates to solve their biggest CX challenges
- Receive CX expert accreditation, unique in the industry

Who is the course designed for?

This training course is designed for anyone aspiring to demonstrate measurable CX results for their company. This includes CX Managers, Directors, Consultants, Operations, Specialists, Customer Service, Marketing and Project Managers.

We run scheduled courses for individuals and can also tailor the course for organisations.

Level up your CX experience

Doing

CX Master - Level 2

putting the topic into practice

Duration

5 group sessions & 5 individual sessions, over 8 weeks

- 10 hours of interactive group sessions
- 4 hours of individual coaching
- Avg prep work – 1 day per week

Location: Live online with expert-led groups

Participants

Given the highly individualised nature of this program, courses are limited to 10 delegates

Requirements

Each delegate must bring a customer pain point that they want to solve.

Minimum 3 years of commercial experience, however, no specific qualifications are required because we want to create diverse teams of leaders.

Graduates of Level 2 CX Masterclass will

- Have learned how to apply CX in their own organisation
- Have used the tools & templates to tackle a customer pain point in their own organisation
- Be ready to scale what they have learned across other areas of customer experience
- Be armed with the knowledge, tools & templates to solve their biggest CX challenges
- Receive CX expert accreditation, unique in the industry

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Any questions?

Do you have a burning question on accreditation, cost, content, or anything else? We're happy to help!

Get in touch!