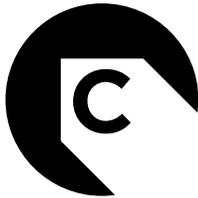


TAKING YOUR CX PROGRAM TO THE NEXT LEVEL



RECOMMENDED FOR
CX practitioners



SKILL LEVEL
Advanced



TRAINING LENGTH
6 hours

TRAINING CONTENT

Understand what's required to take your CX program to the next level by evolving your insights, your organization, and your team.

- + Review key indicators to determine when your CX program needs a refresh
- + Assess yourself against six trends for redefining your CX program
- + Link experience and operational data for deeper insights
- + Learn to make the case and how to articulate the ROI of your CX program
- + Identify how to successfully manage organizational change when evolving your program
- + Learn best practices for incorporating experience data into compensation
- + Identify the new skills your CX team will need to grow and expand your program

HOW IT WORKS

This training is 6 hours with two 30 minute breaks and contains slide presentations and opportunities for hands-on practice. Every attendee needs to bring his or her own laptop and charger. All other materials needed will be provided.

TRAINING AGENDA

This hands-on training is designed for advanced CX practitioners looking to refresh and optimize an existing CX program. In this training, you will learn how to identify which parts of your program are ready to be taken to the next level and how to deliver more value from your CX program.

TIME	CONTENT
12:00 PM	Welcome and Introductions
12:10 PM	The State of CX Programs Today Examine the strengths and weaknesses of CX programs and how programs are evolving to meet the business needs of organizations.
1:00 PM	Evolving Your Program Learn the six trends for redefining your CX program and the basic and advanced capabilities to support them. Complete an assessment to identify your programs strengths and opportunities.
1:30 PM	BREAK
2:00 PM	Evolving Your Program (cont.)
3:30 PM	Evolving Your Organization Learn how to evolve your organization by making the case, managing change, and holding people accountable to ensure the success of your CX program.
4:00 PM	BREAK
4:30 PM	Evolving Your Organization (cont.)
5:00 PM	Evolving Your Team As CX programs evolve, so will the capabilities required of the CX team. Learn the new skills needed and how to federate your efforts across the organization.
6:00 PM	Closing Remarks