

Elevating Customer Experience: From Touchpoints to Transformation

This two-day workshop covers key aspects of customer experience (CX) and strategy, with a focus on how innovation strengthens experiences, builds customer loyalty, and enhances your brand.

\$1,500 | 2 days | in person or online



Program benefits

- Develop in-demand CX skills: Equip yourself with a valuable skillset to thrive in the customer-centric era.
- Craft winning CX strategies: Design and implement strategies that drive loyalty and retention.
- Map the customer journey: Understand and optimize customer touchpoints for maximum impact.
- Strengthen communication: Practice skills for effective and personalized customer interactions.
- Utilize analytical tools: Leverage data and insights to optimize your CX initiatives.

Featured topics

small group discussions, and interactive sessions to cover the following topics:



Customer Experience



Role of Innovation in Customer Experience



Customer Experience Strategy



Challenges in Customer Experience

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