

Customer Experience Training Calendar

September to December 2022

WEEKLY TRAINING

Customer Experience Weekly Talk Series

Demystifying Customer Experience

The Target:

- All Staff / All Customer Experience Enthusiasts

Every Tuesday 7:30am – 8:30am via Zoom

Find the Topics and Register Here: <https://bit.ly/DemystifyCX>

Fees: Ksh 1,000/- PP

VIRTUAL TRAINING

Customer Experience Virtual Short Training Sessions via Zoom

Register Here: <https://bit.ly/CXVirtual>

September 2022	October 2022	November 2022	
All About CX Measurements and Metrics <i>The Target:</i> <ul style="list-style-type: none"> • CX managers • SQ managers • CX champions 	Leading Customer Experience Change <i>The Target:</i> <ul style="list-style-type: none"> • Chief Customer Officers • CX Managers • Head of operations • Service Enthusiasts • HODs • Service Enthusiasts 	Winning from Within <i>The Target:</i> <ul style="list-style-type: none"> • CX managers • SQ managers • Service executives • CX champions • All staff 	Setting Service Standards <i>The Target:</i> <ul style="list-style-type: none"> • CX managers • SQ managers • Service executives • CX champions • All staff
Date: 8th September Time: 9:00am to 11:00am Fees: Ksh. 3,500/- PP	Date: 27th October Time: 9:00am to 11:00am Fees: Ksh. 3,500/- PP	Date: 3rd November Time: 9:00am to 11:00am Fees: Ksh. 3,500/- PP	Date: 24th November Time: 9:00am to 11:00am Fees: Ksh. 3,500/- PP

2 DAY IN-PERSON TRAINING

2-days In-Person Customer Experience Training Sessions – All Sectors Register Here: https://bit.ly/CXOpenTraining		
October 2022	November 2022	November 2022
Customer Experience ROI <i>The Target:</i> <ul style="list-style-type: none"> • HODs • CX Managers • Chief Customer Officer • Head of Business • Customer experience Heads • Business Owners 	Customer Experience Fundamentals <i>The Target:</i> <ul style="list-style-type: none"> • All staff 	Effective Call Centre Management <i>Target:</i> <ul style="list-style-type: none"> • Head of CX • Head of Contact centres • Contact centre managers • Contact center Supervisors • Service Quality Managers
Date: 27th to 28th October Venue: Sewela Lodge Naivasha Fees: Ksh. 48,600/- PP	Date: 3rd to 4th November Venue: Crowne plaza -Nairobi Fees: Ksh 24,900/- PP	Date: 10th to 11th November Venue: Radisson Blu -Upper Hill Fees: Ksh. 29,750/- PP

2-days In-Person Customer Experience Training Sessions Register Here: https://bit.ly/CXOpenTraining		
October 2022	November 2022	November 2022
Driving a Customer-Centric Culture in Banking <i>The Target:</i> <ul style="list-style-type: none"> • Head of departments • Head of CX • Service Champions • CX Executives • CX managers • Business Development Officers • Sales Executives • Heads of Sales 	Driving a Patient-Centric Culture in Healthcare <i>The Target:</i> <ul style="list-style-type: none"> • Hospital owners, • Hospital administrators, • Doctors, • Nurses, • Patient experience managers, • HODs • Service champions. 	Driving a Customer-Centric Culture in the Insurance Sector <i>The Target:</i> <ul style="list-style-type: none"> • Head of departments • Head of CX • Service Champions • CX Executives • CX managers
Date: 22nd to 23rd September Venue: Radisson Blu - Upper Hill Fees: Ksh. 34,900/- PP	Date: 18th to 19th November Venue: Radisson Blu- Upper Hill Fees: Ksh. 34,900/- PP	Date: 24th to 25th November Venue: Radisson Blu - Upper Hill Fees: Ksh. 34,900/- PP

SACCOS TRAINING

2-days In-Person Customer Experience Training Sessions – SACCOS Register Here: https://bit.ly/CXOpenTraining	
September 2022	December 2022
Customer Experience for SACCOS <i>Target:</i> <ul style="list-style-type: none"> • Member experience champions/managers • Operations managers • Member facing staff 	Driving a Member-Centric Culture in SACCOS <i>The Target:</i> <ul style="list-style-type: none"> • CEOs • Operations Managers • CX members • CX champions • Branch managers
Date: 8th to 9th September Venue: Crowne plaza -Nairobi Fees: Ksh 24,900/- PP	Date: 8th to 9th December Venue: Sewela Lodge Naivasha Fees: Ksh. 38,750/- PP