

Customer Experience Excellence

Toronto (Canada)

4 - 8 November 2024

UK Training

PARTNER



Customer Experience Excellence

Code: CC28 From: 4 - 8 November 2024 City: Toronto (Canada) Fees: 5700 Pound

Introduction

In today's competitive business landscape, delivering exceptional customer experiences is essential for success. Customer experience CX encompasses every interaction a customer has with a company, and it profoundly impacts customer loyalty and business outcomes. This 5-day course, "Customer Experience Excellence," is designed to provide participants with the knowledge and skills needed to understand, design, and deliver outstanding customer experiences. Participants will explore the principles of customer-centricity, learn strategies for enhancing CX, and discover how to measure and continuously improve customer satisfaction.

Course Objectives

- Introduce participants to the significance of customer experience in today's business environment.
- Provide a comprehensive understanding of the key components of customer experience.
- Equip participants with the tools and strategies to design and deliver exceptional customer experiences.
- Teach participants how to measure and assess customer satisfaction and loyalty.
- Foster a customer-centric mindset and culture within organizations.
- Prepare participants to implement practical CX improvements.

Course Outlines

Day 1

Introduction to Customer Experience CX

- Understanding the Basics of Customer Experience
- The Impact of CX on Business Success
- Defining Customer-Centricity

Day 2

Key Components of CX

- Customer Journey Mapping: From Awareness to Advocacy
- Touchpoints and Moments of Truth

UK Training

PARTNER



- Designing Seamless Customer Experiences

Day 3

Strategies for Enhancing CX

- Creating a Customer-Centric Culture
- Employee Engagement and its Impact on CX
- Technology and CX Innovation

Day 4

Measuring CX and Customer Satisfaction

- Customer Feedback and Voice of the Customer VoC
- Net Promoter Score NPS and Other CX Metrics
- Analyzing and Using CX Data for Improvement

Day 5

Continuous Improvement in CX

- Implementing CX Improvement Initiatives
- Handling Customer Complaints and Service Recovery
- Developing a CX Roadmap for Ongoing Excellence

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the board.

UK Training
PARTNER

Blackbird Training Cities

Europe

izmir



Podgorica (Montenegro)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)



Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Moscow (Russia)
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

- Professional Skills
- Finance, Accounting, Budgeting
- Media & Public Relations
- Project Management
- Human Resources
- Audit & Quality Assurance
- Marketing, Sales, Customer Service
- Secretary & Admin
- Supply Chain & Logistics
- Management & Leadership
- Agile and Refinement

Technical Courses

- Hospital Management
- Public Sector
- Special Workshops
- Oil & Gas Engineering
- Telecom Engineering
- IT & IT Engineering
- Health & Safety
- Law and Contract Management
- Customs & Safety
- Aviation
- C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 training@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

