



Consulting and Training | Reach New Heights

Course Name

Customer Experience Strategy: From Innovation to Execution

Sector Name

Sales, Marketing and Customer Service

Document Type

Generated by Boostlab

[Click Here To Visit Course](#)

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

Customer Experience Strategy: From Innovation to Execution

Course Introduction

Customer Experience

Customer Experience is imperative; a proven effective strategy for sustaining a competitive advantage. The better experience customers have, the greater positive reviews a company will receive, while simultaneously reducing the chances of customer complaints. When it comes to Customer Experience, any company should aspire to stand out from the competition.

This **5-day BOOST** training course provides participants with practical activities, principles, and techniques to drive Customer Experience innovation. This course is comprehensive and effective in starting up and making a successful Customer Experience in organizations of all sizes and business sectors.

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Customer Experience Strategy: From Innovation to Execution

Target Audience

- ✓ Sales Executives
- ✓ Business Development Executives
- ✓ Sales / Marketing Managers
- ✓ Account Managers / Relationship Managers
- ✓ Sales Directors
- ✓ Teachers / Trainers
- ✓ Leaders
- ✓ Students
- ✓ Head of Department
- ✓ Art Directors
- ✓ HR professional
- ✓ Career shifters
- ✓ Business Owners / Entrepreneurs
- ✓ Social Media Specialist
- ✓ SEO Specialist
- ✓ Customer Service Officers

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)

Customer Experience Strategy: From Innovation to Execution

Learning Objectives

- ✓ Assess the existing customer experience strategy in the organization to enhance customer satisfaction by delivering a consistent and excellent service experience.
- ✓ Develop strategies effective for the business or organization.
- ✓ Identify and eliminate barriers in developing a customer-centric innovation mindset.
- ✓ Design a customer experience programme to deliver the strategy.
- ✓ Gain customer insights and turn ideas into action.

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Customer Experience Strategy: From Innovation to Execution

Course Outline

✓ **01 Day One**

Your Customer Experience Strategy

- ✓ Elements that comprise an effective and strategic customer experience strategy
- ✓ Clear customer experience vision for your own organization.
- ✓ Critical goals and roadmap to help reach your customer experience vision.

Your Customers and their Experience Journey

- ✓ Developing customer stories for promoting cultural empathy
- ✓ Critical customer views of interactions throughout multi-channel touchpoints
- ✓ Journey maps to capture the experiences and emotions of customers

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Experience Strategy: From Innovation to Execution

Course Outline

✓ 02 Day Two

Customer-Focused Innovation

- ✓ Creative strategies that support innovation
- ✓ Understanding the needs of your customers
- ✓ Improving customer experience while adding value

Educating your Workforce

- ✓ Engaging the hearts and minds of your people
- ✓ Customer experience will never exceed your employee experience
- ✓ “How to work together” to deliver brand promise and great customer experience

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Experience Strategy: From Innovation to Execution

Course Outline

✓ **03 Day Three**

Principles of Customer Relationship Building

- ✓ Modern ideation and relationship-building models
- ✓ Developing Customer Experience-based Customer Relationship Maturity Matrix
- ✓ Essential elements and application of the Technology Framework for CRM and Customer Experience

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Experience Strategy: From Innovation to Execution

Course Outline

✓ **04 Day Four**

Accelerating and Improving Decisions with Data

- ✓ Assessing the value of customer experience in connection to nine foundational business building blocks
- ✓ Establishing Customer Experience Advisory and Leadership models
- ✓ Exploring leading practices that drive ongoing business improvements
- ✓ Linking customer perceptions with operational costs and profitability

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Experience Strategy: From Innovation to Execution

Course Outline

✓ 05 Day Five

Customer Experience in your Organization

- ✓ Most relevant, actionable metrics for your organization to drive desired business results
- ✓ How to drive adoption across your entire organization
- ✓ Jumpstart your role by gaining wins and bringing others along with you
- ✓ Becoming a successful change agent for customer experience-first thinking

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Experience Strategy: From Innovation to Execution

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 14, 2026	Sept. 18, 2026	5 days	4250.00 \$	UAE , Dubai
Nov. 29, 2026	Dec. 3, 2026	5 days	4250.00 \$	Qatar , Doha
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Dubai
July 5, 2027	July 9, 2027	5 days	4950.00 \$	Spain , Barcelona

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)

info@boostuae.com info@boostorg.com

Generated by BoostLab •

