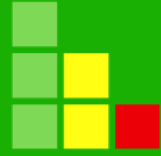


NICHE



INSTITUTE OF CX & INNOVATION WEST AFRICA

2022 CALENDAR

CCEM CX CERTIFICATION

Level 1 CX Certification program for supervisors and managers. Certified by the European Marketing & Management Agency (EUMMAS), the course:

- Is 100% online with a blend of self-paced and live online classes
- Runs for 4 weeks i.e. 20 - 40 learning hours
- Has 8 modules + capstone project
- Dates: January, April, August & October 2022

CCEP CX CERTIFICATION

Level 2 CX Certification program for heads of department & business leaders. Certified by the European Marketing & Management Agency (EUMMAS), the course:

- Is 100% online with a blend of self-paced and live online classes
- Runs for 8 weeks i.e. 40 - 60 learning hours
- Has 19 modules + capstone project(s)
- Dates: January, April, August & October 2022

CCEPR CX CERTIFICATION

Level 3 CX Certification program for business owners & CX/customer service consultants. Certified by the European Marketing & Management Agency (EUMMAS), the course:

- Is 100% online with a blend of self-paced and live online classes
- Runs for 12 weeks i.e. 60 - 80 learning hours
- Has 32 modules + capstone project(s)
- Dates: January, April, August & October 2022

Customer Experience & Innovation Courses

FEBRUARY 2022

- 6 Star Customer Service Course
| Feb 24th, 2022

MARCH 2022

- Product & Service Design Workshop
| March 22nd to 24th, 2022

APRIL 2022

- Customer Experience Strategy For Contact Centre Course
| May 26th - 28th, 2022

MAY 2022

- Total Quality Management For Contact Centres & Customer Touchpoints
| May 24th - 26th, 2022

JUNE 2022

- Introduction To Customer Experience Management | June 22nd, 2022

AUGUST 2022

- Customer Feedback Management & Journey Mapping Workshop
| August 23rd - 25th, 2022

OCTOBER 2022

- Managing Product & Service Experiences For Increased Profitability
| October 25th - 27th, 2022

NOVEMBER - 2022

- Customer Experience Strategy Workshop (Residential) | Nov. 22nd - 24th, 2022

For more info on CX Courses



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