



**Institute of Customer Experience  
& Innovation West Africa**

# 2020 OPEN COURSES

**Customer Experience (CX)  
Certification Courses Coming Soon!**

- 1. Customer Experience Associate Certification (CXA)**
- 2. Customer Experience Professional Certification (CXP)**
- 3. Advanced Customer Experience Certification (ACX)**

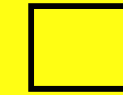
**For more information email [hello@nichecx.com](mailto:hello@nichecx.com)**

**FEBRUARY**



- 6 Star Customer Service Course**
- CX Breakfast Meeting 2020**

**APRIL**



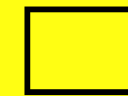
- Employee Experience Management Workshop (28th - 30th)**

**MAY**



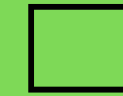
- Patient Experience Management Workshop (28th May)**

**AUGUST**



- Customer Feedback Management & Journey Mapping Workshop (26th - 28th)**

**SEPTEMBER**



- Introduction to Customer Experience Management (24th )**

**NOVEMBER**



- Customer Experience Management Masterclass (4th - 6th)**