

ICX KENYA CALENDAR OF EVENTS 2024

QUARTER 1

JAN 19
Webinar: Unveiling the 2024 ICX Annual Theme
 Members: FREE
 Non-Members: KES 1,000

JAN 26
CCXP Information Session: Demystifying the certification process-(By CXPA)
 Free for all

FEB 15TH -16TH
2 Day Mastering Call Center Essentials: Training of Trainers Program (Early Career)
 Members: KES 30,000
 Non-Members: KES 45,000

FEB 23RD
Round Table Discussion/Study Tour: Financial Services
 Members: FREE
 Non-Members: KES 10,000

MAR 8TH
Webinar: Data Protection and Privacy in Customer Experience (CX): Building Trust in the Digital Age
 Members: FREE
 Non-Members: KES 1,000

MAR 21ST-22ND
2-Day Training: on Navigating Data Protection and Privacy in Customer Experience (CX) (Mid Career)
 Members: KES 40,000
 Non-Members: KES 55,000

QUARTER 2

APR 5TH
Webinar: Navigating Customer Communication in Crisis: Strategies for Resilient Customer Relationships
 Members: Free
 Non-Members: KES 1,000

APR 18TH - 19TH
2 Day Annual Africa CX Conference - Mombasa
 Members: KES 65,000
 Non-Members: KES 80,000

MAY 7- 9TH
3 Day Customer Experience Training of Trainers
 Members: KES 30,000
 Non-Members: KES 50,000

MAY 15- 17TH
3 Day Training on Strategic Development, Measurement & Monitoring of Customer Experience Metrics & KPIs (Mid-Advance Career)
 Members: KES 55,000
 Non-Members: KES 70,000

MAY 31ST
Round Table Discussion/Study Tour - Healthcare Sector
 Members: FREE
 Non-Members: KES 10,000

JUNE 7TH
Webinar - Life Beyond Employment: Navigating Transitions and Pursuing Personal Fulfillment
 Members: FREE
 Non-Members: KES 1,000

JUNE 19TH
CEO Breakfast Forum
 Members: KES 8,500
 Non-Members: KES 15,000

QUARTER 3

JULY 6TH
CSR Activity

JULY 15 -19TH
5-Day Mastering the Customer Experience (CX) Matrix: A Comprehensive Training Program (Mid-Advanced Career)
 Members: KES 65,000
 Non-Members: KES 80,000

JULY 26TH
Round Table Discussion/ Study Tour - Public Sector
 Members: FREE
 Non-Members: KES 10,000

AUG 9TH
Webinar - The Evolution of Surveys: Exploring the Impact of AI on Traditional Survey Methods
 Members: FREE
 Non-Member: KES 10,000

AUG 21-23RD
3-Day Training: Omnichannel Excellence: Strategies for Effective Management and Optimization (Mid-Advanced Career)
 Members: KES 55,000
 Non-Members: KES 70,000

AUG 30TH
Round Table Discussion/Study Tour - Manufacturing & Retail
 Members: FREE
 Non-Member: KES 10,000

SEP 11-13TH
3-Day Training: Crafting and Executing Customer Experience (CX) Strategy: From Formulation to Implementation Excellence (Advanced Career)
 Members: KES 55,000
 Non-Members: KES 70,000

SEP 20TH
ICX AGM & Webinar (CS Week Theme)
 Members: FREE
 Non-Member: KES 1,000

QUARTER 4

OCT 2ND
Launch of the 2024 State of Customer Experience in Kenya Research Report
 Members: KES 8,500
 Non-Members: KES 15,000

OCT 7TH - 11TH
Customer Service Week 2023

OCT 25TH
CS Week Gala Dinner and SE Awards Ceremony
 Members: KES 10,000
 Non-Members: KES 15,000

NOV 24TH
Round Table Discussion/Study Tour - Aviation & Hospitality
 Members: FREE
 Non-Members: KES 10,000

DEC 06TH
Webinar- Lessons from the Year and Launching 2025 Calendar
 FREE

INHOUSE TRAININGS

- **Contact Centre Teams Training:** Elevating Contact Centre Excellence
- **Customer Experience Essentials Training:** Mastering CX Essential Principles and Practices
- **CX Managers Training:** Strategic Leadership in Customer Experience Management
- **Leadership for CX Excellence Training:** Fostering a customer-centric culture
- **Customer Journey Mapping Training:** Crafting Seamless Experiences

ALL TRAININGS ON THE CALENDAR CAN ALSO BE OFFERED AS IN-HOUSE TRAININGS

CX TRAINING PORTAL

Visit the ICX Training Portal for subsidised, self-paced certification training programs: <https://icx.matrixlms.com/>

ALL COSTS
 ABOVE ARE
 VAT EXCLUSIVE

For more information, talk to us on:

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