

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 22ND - 24TH
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 10,000
Non-Members: KES 15,000

QUARTER 3

JULY 18 -19TH
2 Day Mastering Call Center Essentials: Training of Trainers Program (Early Career)
Members: KES 30,000
Non-Members: KES 45,000

AUG 10TH
CSR Activity: Tree planting

AUG 21ST - 23RD
3rd Chapter XE Live - Free for all

AUG 28TH
Round Table Discussion/Study Tour - Manufacturing & Retail
Members: FREE
Non-Member: KES 10,000

SEP 9TH -13TH
5 Day Training on Strategic Development, Measurement & Monitoring of Customer Experience Metrics & KPIs (Mid-Advance Career)
Members: KES 70,000
Non-Members: KES 85,000

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

QUARTER 4

OCT 7TH - 11TH
Customer Service Week 2024

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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