Customer Experience Evolution: Converting Satisfaction to Enduring Loyalty Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #MAR7283_255659

Course Introduction / Overview:

The contemporary business landscape demands more than simply satisfied customers, it requires a dedicated focus on building true, enduring customer loyalty. This advanced program on Customer Experience Management is designed to provide participants with the comprehensive framework necessary to transition their organizational mindset and processes from transactional customer service to holistic, emotion-driven experience design. Customer experience is the cumulative result of every single interaction a customer has with a brand, and as renowned academic Ryan Buell discusses in his work on service and operations, achieving organizational transparency and managing customer compatibility are critical steps to driving long-term success. This is not simply about handling complaints, it is about creating memorable, customer-centric journeys that foster deep, lasting emotional connections. Participants will learn how to strategically leverage data, map pivotal moments, and cultivate a service-profit chain culture to unlock maximum customer lifetime value. By adopting the principles found in influential texts like The Effortless Experience: Conquering the New Battleground for Customer Loyalty by Matthew Dixon, Nick Toman, and Rick DeLisi, attendees will gain actionable customer retention strategies and the ability to implement effective loyalty programs. BIG BEN Training Center is committed to equipping professionals with the essential skills to elevate their brand's CX, secure a competitive advantage through superior customer relationship management (CRM), and ultimately transform fleeting satisfaction into powerful brand advocacy and customer loyalty and retention. This rigorous, practical course provides the tools for managing every customer touchpoint, analyzing customer feedback, and developing a sustainable customer experience strategy that drives profitable growth.

Target Audience / This training course is suitable for:

- Chief Experience Officers (CXO) and Heads of Customer Experience.
- Customer Relationship Management (CRM) Strategists and Managers.
- Marketing, Brand, and Digital Transformation Leaders.
- Service Operations Managers and Team Leaders focused on service quality.
- Professionals responsible for customer journey mapping and touchpoint optimization.
- Sales and Business Development Managers aiming to enhance customer retention.
- Product Managers and Designers focused on user experience and customer needs.

Target Sectors and Industries:

- Financial Services and Banking, focusing on secure and reliable customer relationship management (CRM).
- Telecommunications and Technology, navigating rapid change and complex customer journey mapping.
- Retail and E-commerce, improving the omnichannel experience and driving customer loyalty.
- Healthcare and Pharmaceuticals, enhancing patient experience and service quality.
- Hospitality and Tourism, delivering memorable service and ensuring consistent customer satisfaction.
- Manufacturing and B2B Services, building long-term, high-value customer relationships.
- Government Agencies and Equivalents, focusing on efficient and accessible public service experience.

Target Organizations Departments:

- Customer Experience (CX) Department, implementing the overarching customer experience strategy.
- Marketing and Communications, developing campaigns for customer engagement and loyalty programs.
- Sales and Commercial Teams, driving long-term value and customer retention.
- Operations and Service Delivery, ensuring consistent and high service quality.
- Digital Transformation and IT, managing customer data and digital touchpoints.
- Human Resources and Training, aligning employee experience with customer-centricity.

Course Offerings:

By the end of this course, the participants will have able to:

- Design and implement a robust, quantifiable customer experience strategy aligned with business goals.
- Accurately map the full customer journey, identifying critical moments of truth and pain points.
- Differentiate between mere customer satisfaction and deep, emotional customer loyalty.
- Utilize advanced customer relationship management (CRM) analytics to segment customers and predict churn.
- Develop and execute effective customer retention strategies that increase customer lifetime value.
- Establish and monitor key CX metrics such as Net Promoter Score (NPS), Customer Effort Score (CES), and Customer Satisfaction (CSAT).
- Apply principles of behavioral science to influence customer behavior and foster emotional connections.
- Lead organizational change to embed a pervasive customer-centric culture throughout all departments.
- Implement robust systems for collecting, analyzing, and acting upon continuous customer feedback.
- Design engaging and profitable loyalty programs that reward advocacy and repeat purchases.

Course Methodology:

This intensive, five-day program employs a highly practical and immersive training methodology to ensure deep understanding and immediate applicability of Customer Experience Management principles. The delivery focuses on interactive workshops, live case studies from diverse industries, and collaborative group exercises to simulate real-world customer experience challenges. We use a customer-centric approach to learning, encouraging participants to analyze their own organizational processes and apply course concepts directly. Participants will engage in hands-on customer journey mapping sessions, utilizing industry tools and templates to deconstruct and redesign specific service interactions. Detailed discussions will cover the practical application of CRM systems and advanced analytics for effective customer segmentation and customer loyalty measurement. The method includes peer-to-peer feedback and expert critique on proposed customer retention strategies. This ensures not only the mastery of theoretical frameworks but also the confidence to lead transformative CX initiatives. The interactive sessions are facilitated by experienced professionals from BIG BEN Training Center who use their expertise to guide participants in translating theoretical knowledge into actionable plans, effectively connecting superior service to measurable business outcomes and lasting customer relationships.

Course Agenda (Course Units):

Unit One: Customer Experience Strategy and Foundations

- Defining the holistic customer experience and its role in business value.
- Distinguishing customer service, satisfaction, and loyalty.
- The shift to customer-centric culture and its organizational impact.
- Understanding the Service-Profit Chain model and its components.
- Setting the vision and developing a cohesive customer experience strategy.
- Identifying core customer segments and their unique needs.
- Introduction to the economics of customer retention and loyalty.

Unit Two: Customer Journey Mapping and Touchpoint Design

- Tools and techniques for creating detailed, actionable customer journey maps.
- Identifying critical moments of truth (MoTs) across all channels.
- Analyzing customer emotions and effort at each touchpoint.
- Designing effortless and memorable experiences to drive satisfaction.
- Optimizing omnichannel experience for seamless and consistent interactions.
- The role of digital and physical touchpoints in total experience.
- Prototyping and testing new service experiences before full rollout.

Unit Three: Measurement, Analytics, and Customer Feedback

- Key metrics for measuring CX: NPS, CSAT, CES, and their interpretation.
- Implementing effective systems for collecting and analyzing customer feedback.
- Turning unsolicited feedback into actionable operational insights.
- Utilizing customer relationship management (CRM) data for predictive analytics.
- Calculating and maximizing Customer Lifetime Value (CLV).
- Analyzing churn drivers and identifying at-risk customers.
- Reporting CX metrics to leadership to demonstrate Return on Investment (ROI).

Unit Four: Customer Retention and Loyalty Program Design

- Strategies for moving customers from satisfaction to enduring customer loyalty.
- Building emotional connections and trust as the basis for long-term relationships.
- Designing multi-tiered and engaging loyalty programs.
- Personalization and customization as drivers of customer value.
- Managing customer expectations and service recovery excellence.
- The power of advocacy and word-of-mouth customer engagement.
- Utilizing gamification and community building for higher retention.

Unit Five: Leading the Customer-Centric Transformation

- Aligning organizational structure, people, and processes for CX delivery.
- Developing employee experience (EX) as the foundation for superior CX.
- Training and empowering frontline employees to deliver exceptional service quality.
- Techniques for leading change and overcoming internal resistance.
- Sustaining CX momentum through continuous improvement and innovation.
- The role of leadership in modeling customer-centricity and accountability.
- Creating an action plan for immediate CX improvement upon course completion.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization measure and quantify the true, long-term financial impact of an emotionally connected customer, beyond their immediate transaction value and traditional loyalty metrics?

What unique qualities does this course offer compared to other courses?

This intensive program transcends basic customer service training, providing a strategic, end-to-end framework for comprehensive Customer Experience Management. Most courses focus on transactional satisfaction, but this offering from BIG BEN Training Center provides a deep dive into the organizational and cultural transformation required to achieve enduring customer loyalty and powerful brand advocacy. The methodology emphasizes practical application, with dedicated sessions on advanced customer journey mapping and the strategic use of customer data and CRM analytics to predict customer behavior and increase customer retention. Participants do not just learn about metrics; they learn how to build a measurable, profitable customer experience strategy that is culturally sustainable. By integrating proven academic models, practical case studies, and a focus on both digital and human touchpoints, the course equips attendees to become genuine CX leaders. The content is constantly updated to address modern challenges like digital disruption and the imperative of creating an effortless experience, moving past simple customer satisfaction to foster the deep emotional ties that secure high Customer Lifetime Value.