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What conversations are missing from your

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Customer Experience | Employee Experience | Digital Experience

Keynotes · Executive Workshops · Leadership Sessions · Panels

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*"The **Customer Experience** behind the **Metrics**"*

What your KPIs aren't telling you and where can you find "revenue leaky buckets" into your experience.



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*"Who trains your **Employees** for the **Customer Experience**?"*

How leadership, culture and everyday decisions shape the experience customers ultimately receive.



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*"Human **Experience** in an **AI-Driven** world"*

What will make your Customer Experience different?

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*"What if your **next great idea isn't in your industry**?"*

Customer expectations travel. Great ideas should too.









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*"**Fixing** the **Experience** is only the beginning. How do you **differentiate?**"*

Being "good" is not a competitive advantage.

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*"The **EXPERIENCE Advantage** for Companies"*

When Customer Experience stops being a Function and starts becoming a Competitive Strategy?

WHAT SHOULD WE GET YOUR AUDIENCE TALKING ABOUT?

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