

CUSTOMER EXPERIENCE TRAINING · COURSE GUIDE

Customer experience (CX) training courses

Practical, expert-led CX training across strategy, insight, journey design, measurement and culture, delivered by senior CX practitioners live online, or onsite for your team.

Our flagship CX courses The two most popular starting points

FLAGSHIP · CCXP ALIGNED

CX Management Fundamentals

4 × 5 hours
\$1,997
Public or private

The gold standard in CX management training: 20 hours of live, expert-led training in the five CX competencies behind the CCXP® certification.

[View course](#)
BEST FOR

CX managers, consultants and senior leaders who need a complete framework for managing CX, including anyone preparing for the CCXP® exam.

WHAT'S COVERED

- 1 **Getting to the heart of CX**
- 2 **CX strategy and the voice of the customer**
- 3 **Experience design and metrics**
- 4 **Accountability, governance and culture**
- 5 **Plus one-on-one CCXP® exam coaching** · for anyone pursuing their CCXP


Daniel Ord

Global CX expert and CCXP. 50,000+ people trained in 40+ countries.

FLAGSHIP · HANDS-ON WORKSHOP

Customer Journey Mapping Workshop

2 × 3.5 hours
\$1,297
Public or private

A practical workshop to map end-to-end customer journeys, find the moments that matter and turn insight into measurable improvements. [View course](#)

BEST FOR

CX and service leaders, operations managers, process owners, analysts and designers, in any sector.

WHAT'S COVERED

- 1 **Set up and discover** · scope, customers and the moments that matter
- 2 **Create the map and drive change** · prioritise and build buy-in
- 3 **Customer Journey Mapping Toolkit** · templates and job aids
- 4 **Three one-on-one coaching sessions** · within six months
- 5 **Private option** · live online, or onsite as one day


Humind

CX design and consultancy collective: Rod Netterfield, Jodie Fielding and Simon Barclay.

More CX training For Team Leaders and the whole organisation

CX Management for Team Leaders

2 × 4.5 hours · \$897 · Public or private

Helps Team Leaders understand what CX actually is, how it links to business performance, and how to turn CX strategy, journeys and metrics into day-to-day leadership conversations. [View course](#)

Trainer: Daniel Ord

Customer-Focused Culture Workshop

3 hours · Quoted · Private: online or in-house

Brings your whole organisation together to reset how it thinks about customers and service, not just the contact centre. Tailored to your goals, with a planning session with your stakeholders first. [View course](#)

Prices per person, AUD ex GST. See the website for the latest dates and prices.

Which course is right for you?

Leading or building a CX program?

CX Management Fundamentals

Team Leaders who shape CX every day?

CX Management for Team Leaders

Need to fix a specific customer journey?

Customer Journey Mapping Workshop

Want the whole organisation on board?

Customer-Focused Culture Workshop

Public or private Every course, two ways to take part

Public courses

Live online · book one ticket or several

Scheduled courses for individuals and small teams, learning alongside CX professionals from other organisations. Set dates, easy registration, and pay by card or invoice at checkout.

Private training

Your team only · minimum 5 participants

Scheduled when it suits you, with examples aligned to your customers and goals and confidential discussion of your CX challenges. Live online, or onsite where the course allows (the Journey Mapping and Culture workshops).

Pricing and options

- ✓ Save 15% on 3 or more tickets (2 or more for CX Management Fundamentals)
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or invoice · certificate for everyone who completes
- ✓ Private training priced after a quick chat (minimum 5)
- ✓ Public courses need minimum numbers: if a date can't run, move dates or get a full refund

What participants say Verified 5-star reviews

★★★★★

"He has made the big beast of CX management not so scary and gave practical examples of where to start."

Melissa GeraghtyVerified participantCX Management Fundamentals

★★★★★

"We had the best trainers in Rod and Simon and the course was really well structured."

Kylie ManningCoordinator Customer Service, Mackay Regional CouncilCustomer Journey Mapping Workshop

★★★★★

"Daniel was very supportive post-course in helping me apply to sit the CCXP exam, and to ensure I was prepared going into it."

Kevin PerryVerified participantCX Management Fundamentals

★★★★★

"We feel more than capable now to undertake more Customer Experience Journey Mapping exercises independently."

Melissa DunnHead of Change & Optimisation, APAC, HAYS Specialist RecruitmentCustomer Journey Mapping Workshop

★★★★★

"...this course has enabled me to see the bigger picture and provided me with the skills and framework to apply CX strategies and thinking across our entire business."

Maureen WanuVerified participantCX Management Fundamentals

★★★★★

"This is the first journey mapping course I have attended, and I was sceptical... It was the opposite, and I am continually referring back to the learning materials."

Rebecca PerkinsSenior Service Designer, TasWaterCustomer Journey Mapping Workshop

Why CX Skills

- ✓ Senior CX practitioners who've led transformation programs
- ✓ Official training partner of ACXPA
- ✓ Live, interactive sessions with real examples
- ✓ Rated 4.9/5 by participants across our courses
- ✓ Trusted by 400+ organisations
- ✓ Public, private, online and onsite options

ACXPA FOR CX PROFESSIONALS**Want the CX tools, diagnostics and peer community to lift customer experience all year?**

CX Skills is the official training partner of ACXPA. Membership gives CX professionals the diagnostics, calculators, frameworks and peer community to lift customer experience all year, whether or not you book a course.



Scan to see the
CX Hub

CX Maturity Audit

42 questions across six pillars, with a maturity score and a roadmap from your weakest pillar.

[Explore](#)

Customer Persona Wizard**BUSINESS MEMBERSHIP**

A guided seven-step persona builder with branded PDF export.

[Explore](#)

CX calculators

Lifetime value, churn, retention, NPS, ROI and survey sample size for your business case.

[Explore](#)

CX Roundtables

A monthly panel of senior CX practitioners. Members get every session with full transcripts and an AI assistant.

[Explore](#)

CX knowledge quizzes

Nine self-marking CX quizzes. Members see the right answers and the reasoning, and earn a certificate at 100%.

[Explore](#)

Live expert access

A fortnightly, off-the-record Open Mic Zoom with ACXPA's founder and CEO.

[Explore](#)

25% off every CX Skills live public course.

Individual \$197 a year · Business from \$497 for a team of five (ex GST). One person on CX Management Fundamentals saves \$499 with a membership. acxpa.com.au/membership

Next steps

See upcoming public dates and book online by card or invoice, or talk to us about private CX training for your team.

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Scan for dates

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