



As a complement to our 2-day live In-Classroom Training, HorizonCX is proud to announce a live Virtual Classroom Training (VCT) format for our CX-PRO™ Training and Certification Course focused on the fundamental and practical elements of effective Customer Experience (CX) Management.

VCT refers to training delivered in an environment where the instructors and participants are live but in separate locations. It is still the same live instructor-led classroom experience that replicates the in-classroom learning experience, except that learners join the class from wherever they happen to be—anywhere across the globe.

A full range of engagement tools are used within this virtual format including live presentations, individual and team exercises, conversations with instructors and other participants, chat boxes, polls and quizzes, all controlled and monitored by the instructors/facilitators.

The VCT format provides an engaging experience in which participants can access training from the comfort of their individual workplace or home locations, while avoiding travel and lodging costs and time spent away from their work environment.

CX-PRO training in the VCT format is delivered in **twelve 2-hour modules**, completed over a two-week period—three consecutive days each week thereby essentially replicating and maintaining the same 2-day in-classroom experience. The CX-PRO training course modules by day are listed below.

Week One	
Day 1	Module 1: Introduction to CX-PRO
	Module 2: Setting Goals
Day 2	Module 3: Strategies, Governance and Systems
	Module 4: CX Assessments
Day 3	Module 5: Customer Journey Management
	Module 6: Metrics and Measurement

Week Two	
Day 1	Module 7: Survey Design and Development
	Module 8: Survey Deployments
Day 2	Module 9: Case Management
	Module 10: Analysis and Reporting
Day 3	Module 11: Change Management
	Module 12: Review and Refinement

All virtual classroom training will be held from 6:00 – 8:00 PM Eastern time

[(UTC/GMT -5) during standard time and (UTC/GMT -4) during daylight saving time]