

DAY 1:

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|---------------------|---|
| 8:30 – 8:45 AM | Program Welcome and Introductions
<i>Executive Education Team</i> |
| 8:45 – 9:15 AM | What is your biggest challenge?
<i>Everyone will introduce themselves to the group and describe their biggest CX goals and challenges: best practices and cautionary tales.</i> |
| 9:15 – 11:15 AM | Becoming a CX Choice Architect
<i>We start this session by adopting a behavioral economic lens for understanding choice as a foundation for data collection and analysis. We will underscore the importance of a customer-centric mindset and deconstruct the customer journey in order to gain greater insight into the needs of people during the experience. We will examine how digital transformation has forever changed Customer Experience. After this session you will become a CX “choice architect.”</i> |
| 11:15 – 11:30 | Break |
| 11:30 AM – 12:50 PM | Nudge Strategy in the Customer Journey
<i>In this interactive session, we will work on reconstructing the customer journey using behavioral “nudges.” This will allow us to identify critical opportunities for improving internal and external processes at touchpoints within the customer experience. This will prepare you to collect the kinds of data that is more predictive of future behavior, an essential skill for competitive advantage.</i> |
| 12:50-1:00 PM | Wrap up |

DAY 2:

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| 8:30 – 10:30 AM | Getting Down to Brass Tacks: The Practitioner’s Perspective
<i>Guest Speaker, TBD</i>
<i>This session will focus on honing CX skills by keeping up with the practitioner state-of-the-art. We will discuss the tensions managers face between profitability and serving customers.</i> |
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10:30 – 10:40 AM
10:40 AM – 12:30 PM

Break

Meet “Homo Technologicus”

In this session we will focus on the intersection of behavioral science and artificial intelligence: the human who outsources cognitive tasks to technology – “homo technologicus.” We will examine the latest in AI and Choice, and discuss the implications of this cutting-edge research on CX. Important topics include: digital transformation, trust in AI, AI ethics, and the interaction between human cognitive and algorithmic bias.

12:30 – 1:00 PM

Wrap up & Learning Synthesis

We’ll recap the day in this session and break into small groups to discuss the main learnings. This will also be an opportunity to raise questions and get input from Renée and your fellow participants.

DAY 3:

8:30 – 10:30 AM

Delivering Value to Customers

We’ve explored the tools that “nudge” customers toward optimal decision-making. But to ensure that these strategies are employed in a customer-centric fashion, we need to be mindful of the kinds of value that make customers feel that they are benefitting in the CX, too. In this session, we’ll apply a framework for 5 kinds of value that increase engagement and create loyalty.

10:30 – 10:45 AM

Break

10:45 AM to 12:00 PM

Harnessing the Power of Experiments

This session explores the methodological tools that enable the collection of deep customer insights. We will obtain a multi-method data collection “tool kit,” and sharpen our experimental skills to focus on behavioral data. We will then discuss the cultural shifts that you can make happen in order to create a culture of experimentation.

12:00 to 12:10 PM

Break

12:10 – 1:00 PM

Pulling It All Together

In this session, we will synthesize our learnings and discuss how we make systemic the processes we have applied in the course. We will discuss next steps for breakthrough CX strategy in your organization and the ways in which we can adroitly respond to digital transformation in order to meet (and exceed) customer needs.

1:00 PM

Program Close

In-Person Cambridge, MA

All times noted are in Eastern U.S. timezone

Day 1

8:30 AM - 8:45 AM EDT	Welcome and Introduction
8:45 AM - 9:00 AM EDT	Learning Synthesis Launch Renee Richardson Gosline
9:00 AM - 10:40 AM EDT	Becoming a CX Choice Architect Renee Richardson Gosline
10:40 AM - 10:55 AM EDT	Break
10:55 AM - 12:45 PM EDT	Nudge Strategy in the Customer Journey Renee Richardson Gosline
12:45 PM - 1:00 PM EDT	Wrap up

Day 2

8:30 AM - 9:00 AM EDT	Learning Synthesis Renee Richardson Gosline
9:00 AM - 10:15 AM EDT	Getting Down to Brass Tacks: The Practitioner's Perspective Renee Richardson Gosline
10:15 AM - 10:30 AM EDT	Break
10:30 AM - 11:30 AM EDT	Human AI Interaction & Frictionless CX Renee Richardson Gosline
11:30 AM - 11:40 AM EDT	Break
11:40 AM - 12:45 PM EDT	

AI & Another Kind of Code: Human-Centered Responsible AI

Renee Richardson Gosline

12:45 PM - 1:00 PM EDT

Wrap up

Day 3

8:30 AM - 9:00 AM EDT

Learning Synthesis
Renee Richardson Gosline

9:00 AM - 10:40 AM EDT

Breakthrough Methods, Breakthrough Data: The Power of Experiments

Renee Richardson Gosline

10:40 AM - 10:55 AM EDT

Break

10:55 AM - 11:45 AM EDT

Delivering Value to Customers

Renee Richardson Gosline

11:45 AM - 12:45 PM EDT

Pulling it All Together
Renee Richardson Gosline

12:45 PM - 1:00 PM EDT

Awarding of Certificates

Schedule subject to change