

Experience Leadership Training

You can outpace your competitors by learning how to influence company-wide alignment to customer, employee, and partner expectations. ClearAction courses are known for actionable information-packed succinctness: *e-learning as remarkably powerful, affordable consulting.*

1) **C-Suite Guide to CX Growth:** live course for your Board of Directors and CEO's first- and second-level executives. It is based on our [CEO's Guide to Growth](#) series with flexible emphasis and duration. Remote: \$700 pp for 5+ people or \$500 pp for 10+ people. [ClearAction.com/execs](https://clearaction.com/execs).



2) **Executives' CX+EX+PX Strategy MasterMinds Symposiums:** next-level inspiration for customer, employee, and partner experience ROI via live, interactive sessions to customize ClearAction's templates to your situation. Weekly 90-minute topic: \$75.

[ClearAction.com/masterminds](https://clearaction.com/masterminds).



3) **Experts' CX+EX+PX Leadership for Strategic Impact & Maturity:** advanced for authors, keynoters, thought leaders, consultants, judges, award winners, CCXPs, and certified and long-time practitioners. Self-paced or privately scheduled: \$95 pp per topic or \$475 pp for 5 topics. [ClearAction.com/leader](https://clearaction.com/leader).



4) **CCXP Exam Course:** eye-opening advice for CX Strategy, Metrics, Design, Culture, VoC. 275 multiple choice questions. Lifetime access to self-paced resources: \$95 pp per topic or \$475 pp for 5 topics. Live course can be privately scheduled for 5+ people.

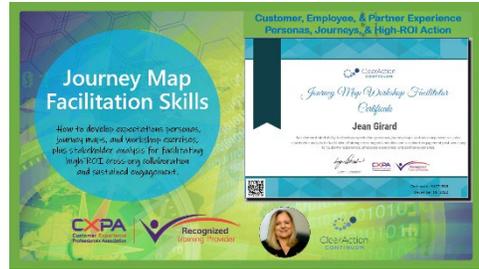
[ClearAction.com/ccxp](https://clearaction.com/ccxp).



5) **Customer-Focused Communication:** improve relationships with your internal/external customers and partners. Lifetime access to self-paced resources: \$49 pp per topic or \$275 pp for 6 topics. Live course can be privately scheduled for 5+ people. ClearAction.com/focus.



6) **Journey Mapping Facilitator Skills:** how to facilitate CX/EX/PX *expectations* personas and journey maps and 6 A's (ask, absorb, adopt, action, account, applaud) workshop exercises, and stakeholder management for sustained high ROI. \$600 pp for 5+ people or \$500 pp for 10+ people. ClearAction.com/journey-map.



7) **Coaching for CX, EX, PX, & Marketing Operations:** you present what you're working on for on-the-spot feedback. This is the fastest and most affordable consulting possible. Anything discussed in ClearAction's blogs and webinars reflect our personal career experience. We have been on the hot seat, standing in your shoes. Leapfrog the "school of hard knocks". Calls are up to 90 minutes for max 2 people: \$200. Two 90-minute sessions: \$350. Five 90-minute sessions for the price of four: \$800. ClearAction.com/cx-coaching.

Experience leadership coaching topics

Anything we blog about is what our career experience is!

- Experience metrics, dashboards, value
- Experience bonuses and recognition
- Experience deployment challenges
- Experience strategy, culture, adoption, accountability
- Experience solution provider selection and management
- Voice of experience methodology and actionability
- Experience intelligence and insights
- Customer-centered marketing and processes
- Experience improvement and innovation
- Intentional customer experience as north star

How coaching differs from consulting:
 You present what you're working on.
 We give you on-the-spot feedback.
 All visual aids shown real-time in the call.

FOR CX, CS, EX, PX & MARKETING TEAMS

EXPERIENCE VALUE EXCHANGE

JOIN TODAY!

Experience leadership is a team sport!

SKILL-BUILDING COMMUNITY

CUSTOMER-CENTERED ACTION

ENTERPRISE USE OF INSIGHTS

LIFETIME VALUE MINDSET

Ease of Doing Business

ALIGNED MOTIVATIONS

CONSISTENCY TO INTENTIONS

RESPECTING INTERDEPENDENCIES

Ease of Work

8) **Experience Value Exchange:** 24x7 access to on-the-spot advice via templates, events, peer Q&A, and much more for VPs to interns. \$19 pp monthly. ClearAction.com/team-sport.



Instructor [Lynn Hunsaker](#) (CCXP, RTP) led company-wide customer experience transformation for many years at Fortune-250 companies as Head of Global Quality, Marketing Director, Strategic Information Manager, Customer Satisfaction Improvement Manager, and Voice of Customer Manager. Partial list of accomplishments:



- 16X reduction in customers' time for service
- Exceeded customers' expectations by 75%
- 10X increase in customer productivity
- 23X reduction in lead time from 5 days to 5 hours
- 6X improvement in trouble-shooting cycle time
- \$1M savings monthly to the customer
- 80% reduction in customer engineers' cycle time
- 75% reduction in customer-reported bugs/issues

As a California certified teacher, Lynn created and taught 24 college courses on marketing, advertising and business at San Jose State University, Mission College, University of California Berkeley Extension and UC Santa Cruz Silicon Valley Extension. Lynn is past president of American Marketing Association's Silicon Valley chapter and Association for Psychological Type's Bay Area chapter. She is a Certified Quality Manager, and Certified Practitioner of MBTI, CPI 260, Temperaments, and Interaction Styles, and Professional Certified Marketer.

Lynn conducted the world's first global B2B customer experience practices study from 2010-2014. ClearAction was a founding corporate member of CXPA and Lynn has served on the CXPA board of directors and CX Experts panel, and as co-chair of many CXPA committees. Lynn is author of 3 experience leadership handbooks on [Amazon Kindle](#). At CustomerThink.com, she is 1 of 5 Hall of Fame recipients and was #1 Author of the Year in 2015 and 2017. Lynn is co-founder of the [Experience Value Exchange](#) with revolutionary methods for skill-building, aimed at making CX a company-wide team sport.

Let's get started! [ClearAction.com](#)