



Designing Customer Journeys



AGILE LEADERS
Training Center



Designing Customer Journeys

This five-day programme equips CX practitioners to map, diagnose and redesign end-to-end journeys. Curriculum covers journey mapping technique and evidence gathering, moment-of-truth and pain-point analysis, channel and handover design, service blueprinting behind the front stage, prioritising fixes by impact, and journey performance measurement.



Training Course Categories

Customer Experience & Service Excellence (CX)

Digital & Data Transformation

Environment, Sustainability & ESG

Executive Skills & Corporate Communication

Governance, Risk & Compliance (GRC)

**Human Capital Development & Future Skills
(HCDP)**

Innovation & Corporate Entrepreneurship

Leadership & Organisational Change

Organisational & Operational Excellence

Partnership Building & Third Sector Engagement

**Performance Management & Impact
Measurement (OKRs/KPIs)**

**Project, Programme & Portfolio Management
(PPM) & PMO**



Training Cities

Amsterdam

Netherlands

Barcelona

Spain

Dammam

Saudi Arabia

Dubai

United Arab Emirates

Jeddah

Saudi Arabia

London

United Kingdom

Paris

France

Riyadh

Saudi Arabia

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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