

# DIRECTORS CLUB



Customer Experience  
Leaders

March 19th

*Navigating the Seven  
Challenges for the  
Experience of the Future*

Private Room  
The Ivy  
1-5 West St.  
WC2H 9NQ

8.30am - 11am

R.S.V.P.

# LEADERS BREAKFAST



Supported & Facilitated by:



## Agenda

8.30am Coffee, Pastries & Networking

9am Welcome & Introductions

9.15am Seminar Presentation:

*Navigating the Seven Challenges for the Experience of the Future*

9.30am Interactive CX Benchmarking Exercise

9.45am Why This Matters + Potential Future Trends

10am Roundtable Discussion

10.30am Coffee, Pastries & Networking



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