



CX Training Stocktake

This stocktake is a compilation of training courses, events, articles and other resources to help uplift your cx capability. It has been designed to align with the 2020 ComPrac program, targeting key capability areas identified by members in our surveys. Most options are free, or low cost.

The courses have been reviewed by some of your colleagues, and stakeholders in each of the capability areas listed. While we are confident this is a good place to start, we do not endorse any training provider over another, and encourage you to do further research to find what meets your needs.

Capability: User Experience, Human Centred Design

| Course | Level | Dates | Location | Provider | Cost |
|---|------------------|------------------------------|---------------|--|--------|
| Human Centred Design: A 5 week Boot Camp | Open | Anytime | Online | Apolitical | Free |
| Become a Service Designer | Introduction | Anytime | Online | Academy Xi | \$\$ |
| Service Design Elevate (10 week, part time) course | Foundational | TBC | Online | Academy Xi | \$\$\$ |
| Foundations in Design Thinking Certificate | Foundational | Anytime | Online | IDEOU | \$\$ |
| Hello Design Thinking | Introduction | Anytime | Online | IDEOU | \$ |
| From Ideas to Action | Foundational | May, Jul, Sep or Nov 2020 | Online Cohort | IDEOU | \$\$ |
| Advanced Design Certificate | Advanced | Check with provider | Online Cohort | IDEOU | \$\$ |
| Design Thinking for Innovation | Foundational | 18 May 2020 | Online | RMIT | \$\$ |
| Design Thinking Digital Summit | Summit | Anytime | Online | Design Innovation Global | Free |
| Field Guide: Human-Centred Design | Field Guide Open | Anytime | Online | Apolitical | Free |
| User Experience Design | Foundational | 18 May 2020 | Online | RMIT | \$\$\$ |
| Field Guide: Behavioural insights for civic engagement | Field Guide Open | Anytime | Online | Apolitical | Free |

Cost legend \$ = <\$100 AUD \$\$ = <\$1k AUD \$\$\$ = >\$1k AUD

Customer Experience

| Course | Level | Dates | Location | Provider | Cost |
|--|--------------|----------------------|----------|------------------------------|-----------|
| Instant CX | Introduction | Anytime | Online | CX Institute | \$ |
| CX Podcast Library | Podcasts | Anytime | Online | CCW | Free |
| CX Podcast Library | Podcasts | Anytime | Online | CX Network | Free |
| Learn to Create Amazing Customer Experience Blueprints | Introduction | Anytime | Online | Udemy | Free |
| Foundation Customer Experience Masterclass | Foundational | Anytime | Online | Udemy | \$ |
| Customer Experience Management Blueprint | Introduction | Anytime | Online | Udemy | \$ |
| Customer Experience Management Essentials | Introduction | Anytime | Online | Udemy | \$ |
| Qualtrics CX Master Sessions | Webinar | Anytime | Online | Qualtrics | Free |
| Get ahead of CX Disruption | Webinar | Anytime | Online | Qualtrics | Free |
| Overcoming coaching challenges in contact centres | Webinar | Anytime | Online | Qualtrics | Free |
| Sydney School of Entrepreneurship | Multiple | Various | Online | SSE | Free/\$\$ |
| CX Trends, Challenges and Innovations | Event | 22-24 September 2020 | Online | CCW | Free |
| New Standards for Customer Contact Performance | Event | 19-22 May 2020 | Online | CCW | Free |
| Omnichannels | Event | 14-15 Jul 2020 | Online | CX Network | Free |
| The Future of the Contact Centre | Event | 1-3 Dec 2020 | Online | CX Network | Free |

Cost legend \$ = <\$100 AUD \$\$ = <\$1k AUD \$\$\$ = >\$1k AUD

Customer Journey Mapping

| Course | Level | Dates | Location | Provider | Cost |
|---|--------------|---------|----------|--|------|
| How to Map Out the Customer Journey | Introduction | Anytime | Online | Udemy | \$ |
| Customer Journey Mapping | Open | Anytime | Online | Udemy | \$ |
| Introduction to Customer Journey Mapping for SMEs | Introduction | Anytime | Online | Udemy | \$ |
| Design Thinking: Customer Journey Mapping | Introduction | Anytime | Online | Udemy | \$ |
| Customer Journey Mapping Course Recording | Foundation | Anytime | Online | Customer Experience Professionals Association (CXPA) | \$ |

Cost legend \$ = <\$100 AUD \$\$ = <\$1k AUD \$\$\$ = >\$1k AUD

Digital

| Course | Level | Dates | Location | Provider | Cost |
|---|--------------------|---------------------|-------------|---|--------------------|
| Field Guide: Building GovTech and digital government skills | Field Guide Open | Anytime | Online | Apolitical | Free |
| Digital CX in a Crisis Cheat Sheet | Open | Anytime | Online | ITEC | Free |
| UX Design Foundations | Open | Anytime | Online | Academy Xi | \$\$/\$\$\$ |
| Digital Delivery with Agile | Intermediate | 6 July 2020 | Online | RMIT | \$\$ |
| UX Design | Open | Anytime | Online | Academy Xi | \$ |
| UI Foundations | Foundational | Anytime | Online | Academy Xi | \$ |
| Hack Design | Foundational | Anytime | Email inbox | Hack Design | Free |
| UX, Information and Visual Design, Coding Course | Intro/Intermediate | Anytime | Online | The Gymnasium | \$ |
| UX UI Design | Intermediate | Check with provider | Online | Academy Xi | \$ |
| Become a UX Designer in 10 weeks | Foundational | Anytime | Online | Academy Xi | \$ |
| Digital Transformation | Introduction | Anytime | Online | Coursera | \$ |
| Prototyping for Digital Experiences | Foundational | Anytime | Online | IDEOU | \$ |
| Advanced UX Design | Advanced | Anytime | Online | Udemy | \$ |
| Rescuing Your Customer Experience In A Crisis - Scaling Communications Using Virtual Agents | Webinar | Anytime | Online | Customer Contact Week Digital | Free |
| Introduction to content design | Introduction | 18 May 2020 | Online | FutureLearn | Free |
| Experience Design | Event | 16-17 Jun 2020 | Online | CX Network | Free |
| Conduct a Usability Test | Foundational | Anytime | Online | Interaction Design Foundation | Free (for members) |
| UX Accelerator Program | Foundational | Anytime | Online | PeakXD | \$\$\$ |

Cost legend \$ = <\$100 AUD \$\$ = <\$1k AUD \$\$\$ = >\$1k AUD

Communication

| Course | Level | Dates | Location | Provider | Cost |
|--|--------------|------------------|---------------|------------------------------|------|
| Cultivating Creative Collaboration | Introduction | May/Aug 2020 | Online Cohort | IDEOU | \$\$ |
| Field Guide: Multi-agency collaboration | Open | Anytime | Online | Apolitical | Free |
| Public Speaking Masterclass for Public Servants | Open | Anytime | Field Guide | Apolitical | Free |
| Storytelling for Influence | Open | Jul/Sept 2020 | Online | IDEOU | \$\$ |
| Impactful Presentations: Craft human-centred presentations | Open | May/Aug/Nov 2020 | Online | IDEOU | \$\$ |
| Leading for Creativity | Open | Apr/Jul/Nov 2020 | Online | IDEOU | \$\$ |
| Communications & Storytelling | Open | Anytime | Online | Apolitical | Free |
| 30 min Intro to Cloud Computing | Introduction | Anytime | Online | cloudacademy | Free |

Cost legend \$ = <\$100 AUD \$\$ = <\$1k AUD \$\$\$ = >\$1k AUD

Data Analytics

| Course | Level | Dates | Location | Provider | Cost |
|--|-----------------|-----------------|----------|----------------------------------|------|
| Customer Insights and Data Analytics | Open | 13-14 Sept 2020 | Online | CX Network | Free |
| Learning Analytics: Elevate Performance and Business Strategy | Open | Anytime | Online | CGS | Free |
| Customer Analytics | Open | Anytime | Online | Coursera | \$ |
| Google Analytics Bootcamp | Open | 20 May 2020 | Online | General Assembly | Free |
| Super charging your frontline with the voice of the customer | Webinar | Anytime | Online | CX Network | Free |
| Techniques to capture voice of the customer | On demand video | Anytime | Online | Udemy | \$ |
| Adjusting your CX Program to Deal with COVID-19: Service NSW and Qualtrics | Webinar | Anytime | Online | Qualtrics | Free |

Cost legend \$ = <\$100 AUD \$\$ = <\$1k AUD \$\$\$ = >\$1k AUD

Complaint Handling

| Course | Level | Dates | Location | Provider | Cost |
|--|-------|------------|----------|-------------------------------|------|
| Complaint Handling Excellence | Open | Anytime | Online | CSIA Training | \$ |
| Complaint Handling eLearning | Open | Anytime | Online | NSW Ombudsman | Free |
| Dealing with customer complaints | Open | Anytime | Online | Udemy | \$ |
| Managing unreasonable behaviour | Open | On request | Blended | NSW Ombudsman | \$ |
| 30-minute creating customer culture course | Open | Anytime | Online | MarketCulture | Free |

Events and Conferences

| Course | Level | Dates | Location | Provider | Cost |
|--------------------------|------------|--------------------|---------------|------------------------------|-------------|
| CX Network Online Events | Various | Check availability | Online | CX Network | Free/\$ |
| X4 Sydney | Conference | TBC Covid | Online | Qualtrics | Free |
| Chief Customer Officer | Conference | 20-21 October 2020 | TBC | Corinium | \$\$ |
| CX 360 Symposium | Conference | 27-28 October 2020 | Hunter Valley | Ashton Media | \$\$/\$\$\$ |

Cost legend \$ = <\$100 AUD \$\$ = <\$1k AUD \$\$\$ = >\$1k AUD

Resources

| Course | Level | Dates | Location | Provider | Cost |
|---|------------------|---------|----------|-----------------------------------|---------|
| Research Library - a host of training resources, insights and lessons from UX Australia | Resource Library | Anytime | Online | UX Australia | Free |
| A list of ebooks, events & webinars, research, and case studies | Resource Library | Anytime | Online | Qualtrics | Free/\$ |
| Learn Customer Experience with Resources & Articles | Experience guide | Anytime | Online | Qualtrics | Free |
| What is Employee Experience (EX) Management? | Experience guide | Anytime | Online | Qualtrics | Free |
| Alex Allwood Blog | Open | Anytime | Online | Allexallwood | Free |
| UK Government Podcast and Blog Service | Open | Anytime | Online | UK Government | Free |
| Online Database of UX Courses | Open | Anytime | Online | UX Mastery | Free/\$ |
| Stanford d.school resources | Open | Anytime | Online | Stanford d.school | Free |
| COVID-19 Resources | Open | Anytime | Online | Metrolab Network | Free |
| The Design Sprint | Open | Anytime | Online | Google Ventures | Free |
| Vulnerable Customers | Open | Anytime | Online | TCP | Free |

Cost legend \$ = <\$100 AUD \$\$ = <\$1k AUD \$\$\$ = >\$1k AUD