

September 22 - 25, 2024

# CX LEADERSHIP RETREAT

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*A 4-day intensive program  
for today's CX Leaders at Bali*

*CX consultants &  
CX entrepreneurs edition*



Nienke Bloem



# CX Leadership Retreat

*September 22 - 25, 2024 | Bali, Indonesia*

**Your role demands a lot from you. You need to be THE authority when it comes to CX. Whether to grow your own business as a CX entrepreneur, or grow your business perspective as a consultant. It all requires you to spice up your leadership and be seen. In my opinion, you need to:**

- Be seen as the authority in your field of Customer Experience
- Grow your positional and relational CX authority (both inside and outside organizations)
- Share your CX vision and story in such a way, it resonates with your audience and have them act to grow business
- Be inspiring when it comes to the future of CX
- Have a long-term CX roadmap that builds on a product-eco-system
- Grow your own strategic business plan based on your talents

Because of everyday humdrum, it's sometimes hard to focus on your role as an Entrepreneur/Consultant.

Regardless of the circumstances, how do you achieve the best results as a CX leader and get the right customers to work with you? You need time to build a strategic approach to engage customers and deliver results.

## **CX Leadership Retreat**

Do you recognize this and want to work together on those topics with a group of fellow experienced CX entrepreneurs/consultants? To dive deeper in our exciting (and sometimes frightening) craft of Customer Experience Management and entrepreneurship?

That's exactly what you can expect from this CX Leadership Retreat. In four days, you will dive deeper into CX, business growth and your Leadership Development. During this intensive retreat, you will reflect, learn and above all grow. We go from theory to practice, and you get to learn from me as a seasoned CX entrepreneur/consultant.

Go for your next level in your CX leadership and professional expertise, and let the best help you do it!

# What does the CX Leadership Retreat bring you?



## Customer Experience Leadership

*Spice up your leadership!*

### Grow your CX authority

We'll explore leadership and how to develop your personal, positional and relational authority (based on Harvard Business School models). You'll discover your strengths and weaknesses in your leadership approach. For example in your self-confidence, communication style and strategic thinking. You'll discover your growth potential and get to work right away.

### Self-confidence

The last five years, I found out that many CX peers doubt themselves and that it is all about how you look at yourself. Do you think YOU are a CX authority? By using a different set of lenses, you'll reflect and learn. You will learn how to claim your position as a CX leader from a future state of self. Not Have-Do-Be but Be-Do-Have.

### Future led leadership

You are the sole leader when it comes to CX as an entrepreneur. You need to be aware of CX and future trends. We examine these trends (from technology to AI to changing customer needs) and translate them into your CX leadership practice.

### Customer engagement

If you want to level up, you need to work with a strategic approach towards business growth. What are your ideal customers, what steps do you need to take towards a bright future to engage those customers. We build your engagement strategy and engage those who make decisions and who have the funds.

### Be proud of yourself

See how far you've come! Reflect on your successes. It's time for some appreciation (and learn from your CX peers), count your successes and be proud of them.



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## Customer Experience Management

*Organizational results in customer experience*

### True BHAG's (Big Hairy Audacious Goals)

CX is successful when you have some truly aspiring CX BHAGS. Those Big Hairy Audacious Goals that are both inspiring and frightening. That showcase your CX vision and generate excitement. Translated into true measurable CX business goals (quantitative and qualitative).

### Result-oriented

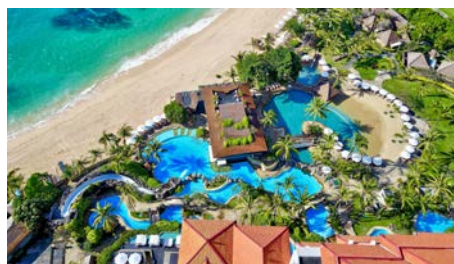
During these four days in Bali, we work on two CX scenarios for your business success. We apply our theories of Customer Experience Management in practice and work on your Product Eco System. To make sure you are ready for 2025 and have a plan A and B to deliver results. During our accountability meetups and mentor calls afterwards, you can reflect on your experiments and steer towards business results.

### Frame your story

A solid CX story magnifies enthusiasm! I found out during my CX leadership courses over the past few years that many CX entrepreneurs and consultants think they have a great CX story, but... many of them don't. They are often too theoretical, miss an overarching story and lack a concrete call to action. During the retreat, you will build your CX story and present it live. To get feedback from me as your CX mentor and from your CX peers. We will improve it in such a way that it resonates with your customers and gain you extra leadership authority.

### Share your results

How do you ensure that the world also sees the importance of you and CX? I'll show you how to make your CX results transparent, how to share them in a personal and business way, and how to engage. This involves a long-term vision on communication and a scalable format. You'll find your ideal way of communicating and have a framework that makes you and your CX results visible. To grow your business results.



# About the CX Leadership Retreat

## Exclusive group of participants

First, we meet as a group during the four-day Leadership Retreat in Bali. These will be intensive days, where we mix theory and practice and you will have private time to work on your CX story and your Product Eco System. Also expect prework, to come fully prepared to the retreat. After the retreat, we'll have three online CX meetups where you can ask all your questions (and share your successes of course), and you'll have two 1-on-1 CX mentoring sessions from me personally.

## For whom?

CX consultants and CX entrepreneurs: who want to become a true CX authority and lead the way! Leaders who want to have more impact and business results. Who maybe think to hire a business mentor. Who want to reflect and grow into the CX authority they deserve to be.

## From strategy to action

Of course, you have plenty of ideas and theoretical knowledge. But what is your strategy for taking action? What results need to be delivered and when? What methodologies are you ready to apply? I challenge you to start experimenting and step out of your comfort zone. I know you've got more in you than you're showing!

## Learn from your fellow peers

We will keep each other accountable and challenge each other to take action. You'll perform your CX story and know that you'll learn a lot from me, as well as from your fellow CX peers!

## Your investment

Your investment for this CX Leadership Retreat in Bali is first and foremost a healthy dose of enthusiasm. You have the drive to become the best in your field. In euros, your investment is €5,900 (excl. 21% VAT). This price includes three nights' accommodation during the Retreat and all meals we have as a group (breakfast, lunch and dinner). Loose drinks and your individual treats at the hotel are at your own expense, as is your travel to and from Bali and to and from the airport.

## Data & location

The CX Leadership Retreat for CX Consultants & CX Entrepreneurs starts on September 22, 2024 at 1:30 PM. The retreat ends on September 25 at 4 PM. Location: the [Hilton Bali Resort](#), Bali, Indonesia.

*“Highly recommended! It's so nice to spar with other CX leaders and be guided by one of the best CX experts in the Netherlands (and beyond). I learned a lot in this masterclass.”*

*Frederique Kamp  
Transformation Director and Director of Data, owner refleCXion*

*“Last year I followed this trajectory with Nienke and other CX leaders. It has helped me to take the next step. So if you want to learn and grow in your professional development, this is highly recommended!”*

*Robert Vels  
Founder Makesenze and Lead Customer Experience at RVO*

## JOIN THE CX LEADERSHIP RETREAT?

Do you want to participate in the CX Leadership Retreat from September 22 until 25, 2024? Just book your intake directly, by clicking this button!

Any questions? Please contact us:

✉ [nienke@nienkebloem.nl](mailto:nienke@nienkebloem.nl)

☎ +31 (0)6 2221 6210

[Book your online intake](#)

*“The most important deliverable of the CX Leadership Retreat is your CX Story. I have witnessed so many CX leaders who just have a powerpoint to engage others. Without a good story line, a not good enough CX Strategy and no clear call-to-action. During this retreat we will craft this together and you get to practice. Scary? YES. Rewarding? Even more YES. I promise to help you spice up your leadership and bring out the best CX leader you can be.”*

*Nienke Bloem*



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