

September 22 - 25, 2024

CX LEADERSHIP RETREAT ENTREPRENEUR

*A 4-day intensive program
for today's CX Leaders in 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, be seen and to sell and deliver more value. In my opinion, you need to:

- Be seen as the authority in your field of Customer Experience
- Have clear goals, a BHAG and a three year business strategy
- Use a structured method to build your product eco system to deliver even more CX value to customers and generate revenue for you
- Have a professional and consistent system for sales and marketing
- Grow your positional and relational CX authority and build your personal brand
- Share your CX vision and story in such a way, it resonates with your audience and have them act to grow business
- Be the true CX leader that inspires and drives value in the CX eco system

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'll experience a CX Business Retreat that will boost your motivation, your entrepreneur skills and you'll have systems to build your business to the next level. 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 that has grown her business in the last nine years to an amazing profitable level, by delivering value to customers.

What does the CX Leadership Retreat bring you?



Customer Experience Leadership

Spice up your entrepreneurial CX 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. Who are your ideal customers, how to engage with senior leaders and strategically build your network.

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.

Personal Brand

You are the leader when it comes to CX as an entrepreneur. You need to be seen, liked and trusted. How to build your own brand and have a system to consistently show up? Whether it is online, in your sales or delivery with customers. Defining your brand and later delivering value from it, is a MUST have these days. Of course I'll show you how I've built mine.

Business Strategy Map

Many entrepreneurs feel overwhelmed. SO much to develop: sales, marketing, invoicing, social media, product development, maybe even managing a team? Where to start and how to keep moving? I share the Business Strategy Map I use myself, working from your BHAG's and working from a quarterly approach. Focus Focus Focus, that is where the Business Strategy Map helps out.



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Customer Experience Management

Your 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. You need those in your business and help your customers define theirs. We'll dive deeper in your BHAG and translate them into true measurable business goals (quantitative and qualitative).

Result-oriented into your Product Eco System

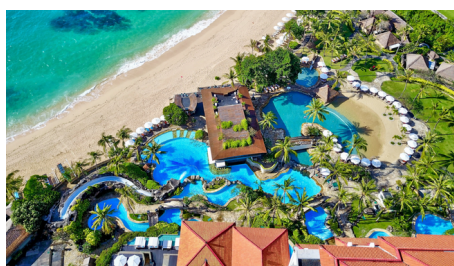
During these four days in Bali, we work on two CX scenarios for your business success. We apply our theories of Customer Experience Management in practice and work on your Product Eco System. To make sure you are ready for 2025 and have a plan A and B to deliver results. During our accountability meetups 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 fellow entrepreneurs. We will improve it in such a way that it resonates with your customers and gain you extra leadership authority.

Frame your value and benefit from our peer group with more revenue

How do you ensure that the world also sees the importance of you in the world of CX without the feeling of bragging? I'll show you how to make your CX results transparent and how to share them in a personal and business way. As a bonus, I believe this group of CX entrepreneurs will share leads and business opportunities. Let's grow the CX Revenue pie bigger together.



About the CX Leadership Retreat

Exclusive group of participants

First, we meet as a group during the four-day CX 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 BHAG, CX story and 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 now!

Benefit from your fellow peers

We'll keep each other accountable to take action. Hopefully also sharing business opportunities. Know that you'll learn a lot from me, as well as from your fellow CX peers!

Your investment

Your investment 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 connect 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 the CX Leadership Masterminds with Nienke and other CX leaders. It 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

☎ +31 (0)6 2221 6210

[Book your online intake](#)

*"The most important deliverables of the CX Leadership Retreat are your **BHAG, your Business Strategy Map, your Product Eco System, a system for marketing, your personal branding and your CX Business Story**. During this retreat I will share all my entrepreneur tools and methods, to scale your business to the next level. We will craft all together and you get to practice your CX Business Story. Scary? YES. Rewarding? Even more YES! I promise to help you spice up your leadership and bring out the best CX entrepreneur you can be."*

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nienkebloem.com