

XLA Foundation Certification Training Course

Course Information

Certification: XLA Foundation
Duration: 3 Days
Location: Virtual
Accreditor: APMG International
Available Languages: English
Prerequisite: None
Price: Request for Quote

Course Description

This 3-day online course teaches XLA best practices and the Experience Framework through hands-on activities, helping participants build an employee-focused organization and track progress with a Quick Start Assessment.

Course Materials

- Course Manual
- Study Guides
- Practice Exams
- Voucher for Proctored Exam

Audience

The XLA Foundation course helps IT and business professionals understand service value and customer experience from a feelings-based perspective. Ideal for:

- Executive Level Roles
- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- Service Providers

Exam Information

- Online
- Closed Book
- Web-Proctored
- 60 Minutes
- 40 Multiple-Choice Questions
- 65% Passing Grade

Course Objectives

At the end of this course, participants will be able to:

- Understand the key terms and concepts of the XLA framework
- Establish a baseline
- Create, monitor, and manage XLAs
- Align XLAs with operations
- Innovate the delivery experience
- Identify the next steps of your journey

Course Agenda

Day 1

- Course Introduction and Overview
- Recap/Overview of Essence of Experience
- Introduction to the Experience Journey
- Experience Foundation Course Exercise
- Envisioning Experience Overview
- Envisioning Experience of Capstone Corp.

Day 2

- Enabling Experience Overview
- Enabling: Creating XLAs
- Enabling Experience at Capstone Corp.
- Executing Experience Overview
- Executing: XMO
- Executing Experience at Capstone Corp.

Day 3

- Embracing Experience Overview
- Embracing: Managing the Experience Delivered
- Business Case: Embracing
- Experience Journey Next Steps
- Putting it all Together
- Course Review and Closings