The Jersey Customer eXperience CONFERENCE

08:30 - 14:00 | 10/10/2024 | P.O.S.H Town Hall Assembly Room, 50 York Street, St Helier

Book now →



Prioritising your customers is not just a strategy—it's a necessity!!

Book here

Join us for the inaugural JCX Conference, where we kick off a transformative journey to refocus on what truly matters—our customers. By focussing on customer-centric practices, businesses will enhance loyalty, drive growth, and differentiate themselves from the competition.

Elevate your customer experience and witness first-hand how a customer-first approach will transform your business and fuel long-term success.

NOW is the time to reset, refocus, and revolutionise the way we re-prioritise our customers.

At the Jersey Customer eXperience Conference, you'll gain cutting-edge insights, practical strategies, and invaluable connections to elevate your customer experience to new heights, boost productivity to unite island businesses for growth with confidence.

A time to celebrate Customer Service Week as well as the launch of The JCX Alliance.

Keynote Speaker: Alison Edgar MBE

"Alison delivers clear business impact, with a human touch and personable approach."

Alison Edgar MBE is an expert in improving performance inside organisations. Throughout Alison's years advising entrepreneurial businesses, she has discovered important factors that make them successful. Alison takes these lessons on enhancing motivation, communication, and agility and shares them with enterprising businesses.

'How Productivity Enhances Customer eXperience'

In any organisation, individual productivity is crucial, but a team's success hinges on its collective efficiency, where the weakest link can determine overall performance. This session explores how providing a common language and unified approach can significantly enhance team productivity.

Attendees will learn strategies to align individual and team goals, and behavioural insights for self-awareness, fostering a supportive culture that boosts overall output. By improving team dynamics, this approach ultimately enhances customer satisfaction and drives customer loyalty, ensuring that every team member contributes to a cohesive and high-performing unit.



Why attend?

- Pioneering CX Insights: Gain exclusive insights into the future of customer experience from top industry leaders and innovators.
- Actionable CX Strategies: Discover practical strategies and tools to enhance customer satisfaction and loyalty within your organisation.
- Network with Professionals: Connect with like-minded professionals who are committed to the importance of CX and forge valuable partnerships that drive business success.
- Shape the Future of CX: Be part of shaping the alliance's mission and pledge to commit to elevate customer experience standards across the island.

Who should attend?

- From financial services to retail, medical to professional services, hospitality to technology—all industries with

customers!

- Industry leaders, innovators, and thought leaders
- Medium & large private businesses
- Public sectors
- EO, CCO, CMO, COO
- CX Directors
- Heads of Sales and Customer Success
- Business development & HR managers
- Customer and Employee Experience Experts & Professionals