



CX Consultant Uplift & Coaching

Build Confidence and Capability to Deliver CX with Depth and Clarity



The Challenge

Many consultants bring strong credentials, analytical skills, and industry expertise. But unlike disciplines such as finance or IT, there are limited paths to build deep expertise in customer experience, contact centers, and customer service. Without real-world context, even experienced consultants may struggle to lead CX engagements with clarity, relevance, and confidence.

The Solution

PodiumCX provides uplift and coaching for consultants delivering customer experience and service-related work. This offering combines structured tools, contextual learning, and real-world insight to build confidence and depth across CX, contact centers, and service delivery. Grounded in the PodiumCX Strategic Framework and Capability Model, it helps consultants lead with credibility and deliver meaningful results.

Who it's For

- Consultants delivering CX, contact center, or service-related work.
- Engagement managers guiding project teams or pursuits.
- Firms growing their CX offerings without in-house expertise.
- Teams seeking practical coaching and structured support.

What's Included

- One-on-one or small group coaching sessions.
- CX frameworks and reusable tools.
- Guidance on contact center and service operations.
- Support for pursuits, delivery, and client interactions.
- Real-world insights drawn from practice.

Outcomes You Can Expect

- Increased confidence leading CX work.
- Stronger credibility with stakeholders.
- More consistent delivery across teams.
- Faster CX fluency across consultants.
- Greater ability to spot and expand work.

Elevating Your Organization to the CX Podium