



**PodiumCX**  
Linking Customer Experience to Results



## Executive Coaching for CX Leaders

Helping CX and Contact Center leaders  
become strategic executives.

### The Challenge

Customer Experience and Contact Center leaders are increasingly expected to operate as strategic executives. While they are trusted operators and servant leaders with hands-on experience in areas like workforce management and quality assurance, there is no comprehensive education path like those found in Finance, IT, or Marketing to prepare them for the full scope of their role.

### The Solution

PodiumCX Executive Coaching delivers one-on-one support to help CX and Contact Center leaders build the strategic, financial, and leadership capabilities needed to operate at the executive level. Grounded in the PodiumCX Strategic Framework and CX Core Business Capability Model, the program helps leaders connect operations to business goals and lead with confidence and clarity.

### Who it's For

This program is designed for managers, directors, and vice presidents leading Customer Experience, Contact Center, or Customer Operations teams. It is ideal for operational leaders who are stepping into more strategic responsibilities and looking to grow their influence across the business.

### What's Included

- One-on-one coaching tailored to growth priorities.
- CX capability maturity review via PodiumCX model.
- Strategic guidance using the PodiumCX Framework.
- Coaching on executive presence and influence.
- Select book discussions tied to CX and leadership.

### Outcomes You Can Expect

- Clearer alignment between CX and business goals.
- Greater confidence influencing senior stakeholders.
- Improved strategic thinking and decision-making.
- Readiness for broader executive responsibility.

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*Elevating Your Organization to the CX Podium*