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XLA Foundation Course

Course Information

Certification: XLA Foundation

Duration: 3 Days

Delivery Method: Classroom/Virtual Classroom

Accreditor: APMG International

Available Languages: English

Course Description:

Take your XLA learning to the next level with an XLA Academy course from XLACollab. We offer public open-enrollment training onsite and online, corporate on-site training, and custom-built workshops on a variety of XLA related topics and areas.

This 2.5-day course introduces best practices for embracing XLAs and transforming into an employee-focused organization. You will learn how to embed the Experience framework and articulate the value of an experience-based culture.

We create engaging in-class experiences to keep you engaged, learn effectively, and set you up for success.

- Learners take a Quick Start Assessment to understand current baseline, which we reference as we guide you through each phase of the Experience Framework.
- The hands-on activities not only allow you to understand the necessary steps within each phase of the framework (Envision, Enable, Execute & Embrace) but also to identify the next steps in your Journey.

Audience:

This Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in understanding the value of services and service delivery and the “feelings” from the customers perspective. This course and the related certification can be beneficial for the following roles:

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

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Learning Objectives:

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

- How to make XLA's
- Know where you are and where you are going
- How to create your XLA's
- How to get your XLA's into operations
- How to innovate the experience you deliver
- Possible next steps of your journey

Prerequisites:

None, although the Essence of Experience session will be beneficial.

Course Materials:

The XLA Foundation course includes the following course components:

- Course Manual Book (eBook or printed)
- Sample Questions
- Exam

Course Agenda:

Day 1	Day 2	Day 3
Course Introduction & Overview	Enabling Experience Overview	Embracing Experience Overview
Recap / Overview of Essence of Experience	Enabling: Creating XLA's	Embracing: Managing the Experience Delivered
Introduction to the Experience Journey	Enabling Experience at Capstone Corp.	Business Case: Embracing
Experience Foundation Course Exercise	Executing Experience Overview	Experience Journey Next Steps
Envisioning Experience Overview	Executing: XMO	Putting it all Together
Envisioning Experience of Capstone Corp.	Executing Experience at Capstone Corp.	Course Review and Closings

Exam Information

Exam Facts

Delivery	Paper / Online Based
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Format	Closed book
Proctoring	In Person or Web-proctored
Duration	60 minutes
# of questions	40, simple multiple choice (1 mark per question)
Pass Grade	65%

Exam Prerequisites

- There are no formal prerequisites. It is recommended that the participant has obtained training through an accredited course.