

Upcoming HCD Trainings - Register Now

Register now for the upcoming CCSQ HCD Center of Excellence training offerings!

Customer Empathy Through Journey Mapping: Learn how to create and use a journey map to communicate insights, engage cross-department team members, and provoke change through the findings in this tool. Training will be held February 9, 2022; 10:00am – 3:00pm EST

Survey Design Best Practices: Learn about a survey life cycle, general guidelines and best practices in survey design, and how to avoid common problems while gaining insight with this popular research method. More information and registration coming soon! Training will be held March 16, 2022; Time TBD

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