

# HCD CoP – Customer Experience – A Fireside Chat with Stephanie Thum, CCXP

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On Thursday, February 24, join the HCD Community of Practice for **Customer Experience: A Fireside Chat with Stephanie Thum, CCXP**. Stephanie is a sought-after expert on customer experience topics—particularly in the government space. The conversation will include topics like:

- A historical lens for CX and government
- Influencers and drivers of CX
- The intersection of UX and CX
- The unique role and opportunity for HCD
- And more!

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