



ELEVATED
eXperience

The Elevated eXperience

Executive Private Masterclass

A focused executive intervention to reduce friction between digital, employees and customers.

To elevate experience, accelerate growth, and truly SHINE.

Claire Boscq CSP & Andy Jarvis

Together, we Elevated eXperiences

ENVISION

ENABLE

EXECUTE

SHINE Blueprint™ • Vision → Discovery → Strategy → Roadmap → Delivery → SHINE

THE REALITY

Why organisations stall

- Systems create complexity instead of capacity
- Teams work in silos instead of in flow
- Customer experience is inconsistent and unowned
- DX, EX and CX pull in different directions

THE SOLUTION

A strategic reset, not training

- Realign leadership around a clear direction
- Identify and remove friction across the org
- Build a joined-up DX, EX and CX strategy
- Define ownership with a 90-day roadmap

SHINE BLUEPRINT™

Six steps from friction to flow

- Vision — shared direction
- Discovery — surface the friction
- Strategy — aligned priorities
- Roadmap — 90-day action plan
- Delivery — tools to drive change
- SHINE — clarity, flow, confidence

WHAT YOUR LEADERSHIP TEAM LEAVES WITH

Aligned and decisive

Clear 90-day roadmap

Friction identified

DX, EX, CX joined up

Confidence to act

Momentum not intention

TIER 1 — CORE EDITION

Executive Strategic Retreat

€20,000 | £17,000 | \$22,000

Up to 20 executives — Full day, off-site

- Pre-work CX or DX diagnostic
- Mystery shopping exercise
- Executive insight synthesis
- Premium off-site venue and catering
- Full-day strategic facilitation
- 90-day roadmap refinement
- E-copy of Digital King or When Work Works

TIER 2 — IMMERSION EDITION

Strategic Leadership Reset

€35,000 | £30,000 | \$38,000

Up to 20 executives — Overnight immersion

- Everything in the Core Edition, plus:
- Overnight executive hotel experience
- Private executive dinner with facilitated dialogue
- Evening strategic reset session
- Morning alignment and decision architecture
- Curated industry expert session for your sector

DELIVERED BY

The rare combination of digital and human

Claire and Andy unite complementary disciplines to bridge the gap most organisations struggle to close on their own. Together, they bring every dimension of the experience challenge into one seamless, actionable solution.

One solution. From friction to flow. Covering every dimension of the experience challenge.

Customer eXperience

Claire Boscq

The CX Energiser / claireboscq.com
Top 10 Global CX Guru · Author · Heart-Led Leader

Claire energises people and organisations from the inside out. With three decades of expertise in Customer and Employee eXperience, she brings the human side back to centre stage, turning heart-led culture into the engine of performance.

Digital eXperience

Andy Jarvis

The Digital King / andyjarvis.digital
Digital eXperience Architect · Author of Digital King

Andy unscrambles digital complexity and makes technology work for humans. He brings clarity, commercial reality and the strategic architecture to make Digital eXperience a driver of growth rather than a source of friction.

COMMON QUESTIONS

Before you get in touch

How do we know if this is right for our leadership team?

This retreat works best when leadership senses that something is getting in the way of performance but has not been able to pinpoint or resolve it together. If your team is capable but not yet fully aligned, or if friction between digital, people and customer experience is costing you, this is where that changes. We offer a short, confidential conversation before any commitment to assess fit honestly.

What happens after the retreat day?

You leave with a refined 90-day roadmap built in the room, with clear owners and milestones. The roadmap is yours. We also provide follow-up access to both Andy and Claire for a short period after the retreat to ensure the momentum holds as implementation begins.

Do you work internationally?

Yes. Andy and Claire work across Europe, the Middle East, Asia, Indonesia, Malaysia and beyond. The retreat is delivered in English. If you have a specific geography or location requirement, raise it in your initial enquiry and we will confirm availability.

What preparation is required from our side?

We handle the heavy lifting. Before the day we run a diagnostic (CX, EX and DX) and coordinate a mystery shopping exercise. You and your leadership team arrive ready to think, not to brief us. We come prepared.

Which tier is right for us?

The Core Edition delivers powerful results in a single focused day. The Immersion Edition is designed for leadership teams where deeper honesty, more significant alignment challenges, or genuinely transformative decisions are needed. The overnight format removes the rush and creates the space for conversations that would otherwise not happen. We will recommend the right format honestly after our initial conversation. Remember this is an experiential retreat.

Is this right for your leadership team?

This retreat is for senior leadership teams who are ready to move from conversation to action. If friction is getting in the way of what your organisation is capable of, this is where the shift begins.

Ready to close the gap?

Claire Boscq CSP & Andy Jarvis

Together We Elevate Experience

GET IN TOUCH

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