

CSPN Community Membership Overview



Our Community is comprised of valued professionals diversified among 20+ industries and types of businesses who share 1 passion: **Customer Experience & Service.**

New Platform

D2L | Brightspace



Why Become a Member?

Being a member of the CSPN Community exclusively connects you with influential and innovative leaders that inspire professional and personal growth. We foster connections, build networks, and provide the tools and resources to help individuals and organizations build the skills and capabilities they need to be successful

- Accelerate your career and invest in your professional development
- Learn CS/CX strategy and key industry insights
- Share personal and professional experiences to empower others

Membership Benefits

- Become a Certified CX Ambassador
- Network with CX Professionals from 20+ industries
- 10% off CSPN events and customized training programs
- Attend Virtual Learning Events monthly
- Access a Member-Exclusive Digital Community that includes:
 - Whitepapers & Blog Posts
 - Podcasts
 - Discussion Board
 - Benchmark Survey Reports
 - Professional Development
 - Learning Aids

**Disclaimer: The member-exclusive 10% discount on customized training programs cannot be used in combination with other CSPN discounts.*

Membership Packages:

Individual Package

Corporate Package

Vendor Package

Package Overview:

Ideal for individuals looking to self-invest, develop core skills, and participate in an engaging virtual community.

Created for organizations passionate about CX & CS looking to enhance current cultural practices and provide staff with opportunities to learn, network, and grow.

Crafted specifically for product and service providers that offer solutions to our Community. Together we create a strategic partnership to collaborate on industry sponsored events and learning opportunities.

MEMBERSHIP BENEFITS OVERVIEW

	Individual	Corporate			Vendor
		Bronze	Silver	Gold	
Total Member Registration	1	5	10	15	5
<i>Additional Member Registration @ \$50 each</i>		✓	✓	✓	✓
Publications & Branding					
Company Logo Advertised on CSPN Website		✓	✓	✓	✓
Annual Membership Recognition & Certificate		✓	✓	✓	✓
Recognition on CSPN Social Media Posts			Up to 3 annually	Up to 5 annually	Up to 5 annually
Featured Blog Post(s) Published on CSPN Website*				Up to 3 annually	Up to 3 annually
Networking & Community					
CSPN Member Digital Seal		Corporate Seal	Corporate Seal	Corporate Seal	Vendor Seal
Network with CX Professionals from 10+ Industries	✓	✓	✓	✓	✓
10% off Admission to CSPN Events & Public Training Programs	✓	✓	✓	✓	✓
Virtual Learning Events Available Monthly		10 session invitations	20 session invitations	30 session invitations	✓
Unique Sponsorship Opportunities					✓
Promotional Material Posted on Community Platform					✓
10% off Sponsorship Packages					✓
Job Postings & Events Advertised on CSPN Website				✓	✓
Education & Professional Development					
Become a Certified CX Ambassador (with 1-hour course)	✓	✓	✓	✓	✓
10% off Customized Training Programs	✓	✓	✓	✓	✓
Access to Member-Exclusive Community Platform that includes ¹ :	✓	✓	✓	✓	
Complimentary Needs Assessment Consultation			✓	✓	
1 Position on CSPN Advisory Council				✓	
Pricing	\$250	\$995	\$1,495	\$2,100	Contact us
¹ Whitepapers, Blog Posts, Podcasts, CX & CS-related Infographics & Videos, Virtual Learning Event Recordings, Event Resources including Session Presentations, Monthly 1-Hour Discussion Board Sessions, Benchmark Survey Reports, Professional Development Learning Aids			*Based on current organizational campaigns		*Vendors are product and service providers that offer solutions to our network. Together we create a strategic alliance to deliver service excellence