



CCO School

Offering a holistic approach to retention, expansion, and customer-led growth.



What to expect from CCO School.

CCO School is an 8-week live program designed to boost your skills as a Customer Success leader and forge new connections with other GTM leaders.

You'll learn how to:

Align CS with revenue and GTM strategy.

Balance automation and high-touch engagement for maximum impact.

Articulate the revenue value of CS in board meetings.

What makes CCO School stand out.

There are many programs to learn about becoming a leading CCO, but here's why Pavilion stands above the rest.

Built by real customer success operators.

Learn from CCOs and post-sales leaders who've scaled world-class CS teams — not consultants or academics.

Executive-level focus to drive scalability.

Designed for senior leaders to master board communication, revenue alignment, and strategic influence.

Cross-functional learning across GTM teams.

Gain insights alongside peers in Sales, Marketing, and RevOps to align CS across the entire GTM motion.



"Thrilled to share I just passed my CCO School exam through Pavilion! I learned a ton over the last 8 weeks and loved getting to dig into interesting post-sales challenges with this group of incredible leaders."

Brandon Blahnik
VP of Client Experience, PaulHood



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CCO School's 8-week syllabus

Please note; our syllabus is subject to change. To get the most up to date information, enroll in the Pavilion Member Hub.

1. Build Your Custom Success Strategy

Learn the five key baseline concepts and frameworks to design a customer success strategy that aligns with enterprise goals and delivers measurable value.

Led by: Emmanuelle Skala, Former SVP of Customer Success at Toast

April 15; 3 – 4:30 pm ET

2. Building Your CS Team

Understand key roles, hiring traits, compensation structures, and org designs to build the ideal customer success team for your company's needs.

Led by: Emmanuelle Skala, Former SVP of Customer Success at Toast

April 22; 3 – 4:30 pm ET

3. Deep Dive: CSMs

Explore how to structure, measure, and lead effective CSM teams using segmentation, metrics, tools, and proven leadership strategies.

Led by: Mike Lemire, VP of Customer Success at Overjet

April 29; 3 – 4:30 pm ET

4. Deep Dive: Customer Support

Learn how to design a scalable support organization that balances customer satisfaction, team wellbeing, and profitability.

Led by: Sean Illerey, VP of Customer Success at Dutchie

May 6; 3 – 4:30 pm ET

5. Deep Dive: Onboarding

Master the distinctions between implementation and onboarding, and create post-sale journeys that drive adoption and long-term success.

Led by: Allison Tiscornia, CCO at ChurnZero

May 13; 3 – 4:30 pm ET

6. Deep Dive: Driving Revenue

Unlock customer success's role in revenue growth by implementing customer-led growth strategies, revenue streams, and organizational alignment.

Led by: Sydney Strader, SVP of Customer Success at Catalyst

May 20; 3 – 4:30 pm ET

7. Deep Dive: Customer Programs

Discover how to design impactful customer programs, from executive sponsorships to journey mapping and sentiment metrics that drive strategic outcomes.

Led by: Sherrod Patching, Vice President, Customer Success at GitLab

May 27; 3 – 4:30 pm ET

8. Customer Success Unchained: How AI, Automation, and Disruptive Trends Are Shaping the Future

Explore the transformative impact of AI and automation on CS strategy, predictive insights, segmentation, and authentic customer relationships.

Led by: David Verhaag, Chief Customer Officer at Arist

June 3; 3 – 4:30 pm ET



Grateful for Pavilion and the learning opportunity they provide for its members and for Cisco supporting my professional development in their CCO School."

Dan Stratton

Head of Networking Incubation Sales, Cisco



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