AI for Personalized Customer Experience

AI (Artificial Intelligence)

Course Overview

AI for Personalized Customer Experience: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

- Explain the core principles and current good practice in AI for Personalized Customer Experience
- Apply practical tools and techniques for AI for Personalized Customer Experience in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine AI for Personalized Customer Experience in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

IT professionals, analysts, digital transformation leads and managers seeking to apply modern technology in their organisations.

Course Outline

1. Foundations of AI for Personalized Customer Experience: principles, terminology and context
2. The business case: why AI for Personalized Customer Experience matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
16 to 20 Nov 2026	Harare	**$1,550**
23 to 27 Nov 2026	Cairo	**$1,450**
30 Nov to 4 Dec 2026	Online	**$700**
7 to 11 Dec 2026	Pretoria	**$1,450**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.