

# Beyond Customer Service

Customer Service Management

## Course Overview

Beyond Customer Service: 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 Beyond Customer Service
- Apply practical tools and techniques for Beyond Customer Service in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Beyond Customer Service in practice
- Build a personal action plan to implement what you have learned

## Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

## Course Outline

1. Setting the scene: Beyond Customer Service in today's organisation
2. Key concepts and the language of Beyond Customer Service
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Beyond Customer Service with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

## Upcoming Dates and Fees

| DATES                | VENUE     | FEE (PER DELEGATE) |
|----------------------|-----------|--------------------|
| 2 to 6 Nov 2026      | Gaborone  | \$1,450            |
| 16 to 20 Nov 2026    | Kigali    | \$1,650            |
| 30 Nov to 4 Dec 2026 | Cape Town | \$1,650            |

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### LTC Consultants

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