

Copc Course

Customer Service Management

Course Overview

Copc: 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 Copc
- Apply practical tools and techniques for Copc in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Copc 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. Foundations of Copc: principles, terminology and context
2. The business case: why Copc 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)
14 to 18 Sep 2026	Lagos	\$1,550
28 Sep to 2 Oct 2026	Online	\$700
5 to 9 Oct 2026	Pretoria	\$1,650
19 to 23 Oct 2026	Harare	\$1,450
26 to 30 Oct 2026	Cairo	\$1,395
9 to 13 Nov 2026	Windhoek	\$1,450
16 to 20 Nov 2026	Dar es Salaam	\$1,395
30 Nov to 4 Dec 2026	Gaborone	\$1,550
7 to 11 Dec 2026	Kigali	\$1,450

LTC Consultants

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