# Customer Care and Batho Pele Service Excellence

Public Sector Management & Public Affairs

## Course Overview

Customer Care and Batho Pele Service Excellence: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live...

## What You Will Achieve

- Explain the core principles and current good practice in Customer Care and Batho Pele Service Excellence
- Apply practical tools and techniques for Customer Care and Batho Pele Service Excellence in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Care and Batho Pele Service Excellence 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 Customer Care and Batho Pele Service Excellence: principles, terminology and context
2. The business case: why Customer Care and Batho Pele Service Excellence 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) |
|---|---|---|
| 2 to 6 Nov 2026 | Accra | **$1,550** |
| 16 to 20 Nov 2026 | Online | **$800** |
| 23 to 27 Nov 2026 | Lagos | **$1,395** |
| 7 to 11 Dec 2026 | Pretoria | **$1,395** |

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