

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)
14 to 18 Sep 2026	Johannesburg	\$1,550
21 to 25 Sep 2026	Cape Town	\$1,395
5 to 9 Oct 2026	Nairobi	\$1,550
12 to 16 Oct 2026	Kampala	\$1,395
26 to 30 Oct 2026	Durban	\$1,550

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

LTC Consultants

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