

Customer Experience Management Fundamentals

Customer Service Management

Course Overview

Customer Experience Management Fundamentals: 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 Customer Experience Management Fundamentals
- Apply practical tools and techniques for Customer Experience Management Fundamentals in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Experience Management Fundamentals 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: Customer Experience Management Fundamentals in today's organisation
2. Key concepts and the language of Customer Experience Management Fundamentals
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 Customer Experience Management Fundamentals 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)
28 Sep to 2 Oct 2026	Lagos	\$1,395
12 to 16 Oct 2026	Online	\$700
19 to 23 Oct 2026	Pretoria	\$1,650
2 to 6 Nov 2026	Harare	\$1,650
9 to 13 Nov 2026	Cairo	\$1,395
23 to 27 Nov 2026	Windhoek	\$1,395

30 Nov to 4 Dec 2026

Dar es Salaam

\$1,650

LTC Consultants

Suite 601, Block 2, Monument Office Park, 79 Steenbok Ave, Monument Park, Pretoria, 0181, South Africa
+27 68 403 2806 | info@ltcconsultants.net | ltcconsultant.co.za

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