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)
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**

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