

Customer Onboarding and Account Retention

Customer Service Management

Course Overview

Customer Onboarding and Account Retention: 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 Onboarding and Account Retention
- Apply practical tools and techniques for Customer Onboarding and Account Retention in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Onboarding and Account Retention 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 Onboarding and Account Retention: principles, terminology and context
2. The business case: why Customer Onboarding and Account Retention 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)
26 to 30 Oct 2026	Accra	\$1,395
2 to 6 Nov 2026	Online	\$750
9 to 13 Nov 2026	Johannesburg	\$1,450
23 to 27 Nov 2026	Durban	\$1,450
30 Nov to 4 Dec 2026	Lagos	\$1,550
7 to 11 Dec 2026	Pretoria	\$1,450

LTC Consultants

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