Customer Relationship Management

Customer Service Management

Course Overview

Customer Relationship Management: 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 Relationship Management
- Apply practical tools and techniques for Customer Relationship Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Relationship Management 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 Relationship Management: principles, terminology and context
2. The business case: why Customer Relationship Management 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)
16 to 20 Nov 2026	Pretoria	**$1,650**
23 to 27 Nov 2026	Harare	**$1,550**
30 Nov to 4 Dec 2026	Cairo	**$1,650**
7 to 11 Dec 2026	Online	**$800**

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