

Customer Service for the Public Sector

Customer Service Management

Course Overview

Customer Service for the Public Sector: 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 Service for the Public Sector
- Apply practical tools and techniques for Customer Service for the Public Sector in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Service for the Public Sector 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 Service for the Public Sector: principles, terminology and context
2. The business case: why Customer Service for the Public Sector 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)
19 to 23 Oct 2026	Durban	\$1,550
26 to 30 Oct 2026	Lagos	\$1,450
2 to 6 Nov 2026	Online	\$750
16 to 20 Nov 2026	Pretoria	\$1,395
23 to 27 Nov 2026	Harare	\$1,395
30 Nov to 4 Dec 2026	Cairo	\$1,650
7 to 11 Dec 2026	Windhoek	\$1,395

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.