# 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) |
|---|---|---|
| 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.