Employee Experience Design and Moments That Matter

Human Resource (HR) Management

Course Overview

Employee Experience Design and Moments That Matter: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live...

What You Will Achieve

- Explain the core principles and current good practice in Employee Experience Design and Moments That Matter
- Apply practical tools and techniques for Employee Experience Design and Moments That Matter in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Employee Experience Design and Moments That Matter 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: Employee Experience Design and Moments That Matter in today's organisation
2. Key concepts and the language of Employee Experience Design and Moments That Matter
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 Employee Experience Design and Moments That Matter 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	Online	**$800**
9 to 13 Nov 2026	Cape Town	**$1,395**
16 to 20 Nov 2026	Lusaka	**$1,650**
23 to 27 Nov 2026	Maputo	**$1,650**
30 Nov to 4 Dec 2026	Johannesburg	**$1,550**

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.