

HR Operations Building a Customer Centric HR Service Delivery Model

Learning and Development

Course Overview

HR Operations Building a Customer Centric HR Service Delivery Model: a 5-day professional training course from LTC Consultants, delivered in-classroom...

What You Will Achieve

- Explain the core principles and current good practice in HR Operations Building a Customer Centric HR Service Delivery Model
- Apply practical tools and techniques for HR Operations Building a Customer Centric HR Service Delivery Model in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine HR Operations Building a Customer Centric HR Service Delivery Model in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

HR managers, HR business partners, talent and learning specialists, and line managers with significant people responsibilities.

Course Outline

1. Setting the scene: HR Operations Building a Customer Centric HR Service Delivery Model in today's organisation
2. Key concepts and the language of HR Operations Building a Customer Centric HR Service Delivery Model
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 HR Operations Building a Customer Centric HR Service Delivery Model 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)
14 to 18 Sep 2026	Johannesburg	\$1,650
28 Sep to 2 Oct 2026	Cape Town	\$1,395

5 to 9 Oct 2026	Nairobi	\$1,550
19 to 23 Oct 2026	Kampala	\$1,395
26 to 30 Oct 2026	Durban	\$1,450
9 to 13 Nov 2026	Accra	\$1,550
16 to 20 Nov 2026	Online	\$750
30 Nov to 4 Dec 2026	Lagos	\$1,450

LTC Consultants

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