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 across...

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)
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
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.