Leading Customer Centric Teams and Service Culture

Management and Leadership

Course Overview

Leading Customer Centric Teams and Service Culture: 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 Leading Customer Centric Teams and Service Culture
- Apply practical tools and techniques for Leading Customer Centric Teams and Service Culture in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Leading Customer Centric Teams and Service Culture 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: Leading Customer Centric Teams and Service Culture in today's organisation
2. Key concepts and the language of Leading Customer Centric Teams and Service Culture
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 Leading Customer Centric Teams and Service Culture 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	Pretoria	**$1,450**
16 to 20 Nov 2026	Harare	**$1,450**
23 to 27 Nov 2026	Cairo	**$1,450**
30 Nov to 4 Dec 2026	Windhoek	**$1,450**

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