Net Promoter Score and Customer Experience Measurement

Customer Service Management

Course Overview

Net Promoter Score and Customer Experience Measurement: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and...

What You Will Achieve

- Explain the core principles and current good practice in Net Promoter Score and Customer Experience Measurement
- Apply practical tools and techniques for Net Promoter Score and Customer Experience Measurement in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Net Promoter Score and Customer Experience Measurement 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: Net Promoter Score and Customer Experience Measurement in today's organisation
2. Key concepts and the language of Net Promoter Score and Customer Experience Measurement
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 Net Promoter Score and Customer Experience Measurement 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	Pretoria	**$1,550**
9 to 13 Nov 2026	Harare	**$1,450**
16 to 20 Nov 2026	Cairo	**$1,650**
23 to 27 Nov 2026	Windhoek	**$1,650**

30 Nov to 4 Dec 2026	Dar es Salaam	**$1,650**

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