

Office Helpdesk and Service Request Coordination

Office Administration

Course Overview

Office Helpdesk and Service Request Coordination: 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 Office Helpdesk and Service Request Coordination
- Apply practical tools and techniques for Office Helpdesk and Service Request Coordination in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Office Helpdesk and Service Request Coordination in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Foundations of Office Helpdesk and Service Request Coordination: principles, terminology and context
2. The business case: why Office Helpdesk and Service Request Coordination matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
19 to 23 Oct 2026	Harare	\$1,395
26 to 30 Oct 2026	Cairo	\$1,450
2 to 6 Nov 2026	Online	\$750
16 to 20 Nov 2026	Pretoria	\$1,650
23 to 27 Nov 2026	Windhoek	\$1,650

30 Nov to 4 Dec 2026	Dar es Salaam	\$1,395
7 to 11 Dec 2026	Gaborone	\$1,395

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.