

Patient Experience and Healthcare Customer Service Management

Healthcare Management

Course Overview

Patient Experience and Healthcare Customer Service Management: 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 Patient Experience and Healthcare Customer Service Management
- Apply practical tools and techniques for Patient Experience and Healthcare Customer Service Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Patient Experience and Healthcare Customer Service Management 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. Foundations of Patient Experience and Healthcare Customer Service Management: principles, terminology and context
2. The business case: why Patient Experience and Healthcare Customer Service Management 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)
21 to 25 Sep 2026	Durban	\$1,550
5 to 9 Oct 2026	Lagos	\$1,450
26 to 30 Oct 2026	Online	\$700

9 to 13 Nov 2026	Pretoria	\$1,650
23 to 27 Nov 2026	Harare	\$1,395
7 to 11 Dec 2026	Cairo	\$1,650

LTC Consultants

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