Personalised Customer Experience Design

Customer Service Management

Course Overview

Personalised Customer Experience Design: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

- Explain the core principles and current good practice in Personalised Customer Experience Design
- Apply practical tools and techniques for Personalised Customer Experience Design in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Personalised Customer Experience Design 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: Personalised Customer Experience Design in today's organisation
2. Key concepts and the language of Personalised Customer Experience Design
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 Personalised Customer Experience Design 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	Online	**$750**
16 to 20 Nov 2026	Johannesburg	**$1,650**
23 to 27 Nov 2026	Durban	**$1,550**
30 Nov to 4 Dec 2026	Lagos	**$1,450**

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