Win Back Campaigns and Customer Churn Reduction

Customer Service Management

Course Overview

Win Back Campaigns and Customer Churn Reduction: 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 Win Back Campaigns and Customer Churn Reduction
- Apply practical tools and techniques for Win Back Campaigns and Customer Churn Reduction in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Win Back Campaigns and Customer Churn Reduction 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: Win Back Campaigns and Customer Churn Reduction in today's organisation
2. Key concepts and the language of Win Back Campaigns and Customer Churn Reduction
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 Win Back Campaigns and Customer Churn Reduction 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	**$1,395**
9 to 13 Nov 2026	Gaborone	**$1,450**
16 to 20 Nov 2026	Kigali	**$1,550**
23 to 27 Nov 2026	Online	**$750**
30 Nov to 4 Dec 2026	Cape Town	**$1,550**

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.