Writing for Contact Centres and Digital Customer Support Teams

Corporate Communications

Course Overview

Writing for Contact Centres and Digital Customer Support Teams: 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 Writing for Contact Centres and Digital Customer Support Teams
- Apply practical tools and techniques for Writing for Contact Centres and Digital Customer Support Teams in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Writing for Contact Centres and Digital Customer Support Teams in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

IT professionals, analysts, digital transformation leads and managers seeking to apply modern technology in their organisations.

Course Outline

1. Foundations of Writing for Contact Centres and Digital Customer Support Teams: principles, terminology and context
2. The business case: why Writing for Contact Centres and Digital Customer Support Teams 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)
2 to 6 Nov 2026	Nairobi	**$1,450**
23 to 27 Nov 2026	Kampala	**$1,550**
7 to 11 Dec 2026	Durban	**$1,395**

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