

**CUSTOMER SERVICE TRAINING AND DEVELOPMENT**

**CUSTOMER SERVICE MANAGEMENT**

<b>Excelling In Customer Service And Conflict Resolution</b>		
	20 – 24 January	Sandton
	23 – 27 March	Sandton
	11 – 15 May	Nairobi
	20 – 24 July	Cape Town
	21 – 25 September	Sandton
	23 – 27 November	Sandton
<b>Achieving Excellence in Customer Service</b>		
	17 – 21 February	Sandton
	06 – 10 April	Cape Town
	15 – 19 June	Dubai
	17 – 21 August	Sandton
	19 – 23 October	Nairobi
	07 – 11 December	Sandton
<b>Advanced Customer Relations Management</b>		
	13 – 17 January	Sandton
	16 – 20 March	Dubai
	25 – 29 May	Sandton
	27 – 31 July	Sandton
	07 – 11 September	Cape Town
	16 – 20 November	Dubai
<b>Building an A Winning Customer Service Culture</b>		
	27 – 31 January	Sandton
	09 – 13 March	Cape Town
	18 – 22 May	Dubai
	13 – 17 July	Sandton
	14 – 18 September	Nairobi
	09 – 13 November	Sandton
<b>Building and implementing a Customer Complaint System: Tool for Customer Service Improvement</b>		
	24 – 28 February	Dubai
	20 – 24 April	Nairobi
	08 – 12 June	Sandton
	10 – 14 August	Sandton
	26 – 30 October	Sandton
	14 – 18 December	Nairobi
<b>Client Management Strategies for Retention &amp; Growth</b>		
	17 – 21 February	Nairobi
	06 – 10 April	Sandton
	15 – 19 June	Sandton
	17 – 21 August	Cape Town
	19 – 23 October	Dubai

	07 – 11 December	Sandton
<b>Customer Focused Management</b>		
	20 – 24 January	Sandton
	23 – 27 March	Dubai
	11 – 15 May	Nairobi
	20 – 24 July	Sandton
	21 – 25 September	Sandton
	23 – 27 November	Sandton
<b>Customer Profiling Techniques &amp; Procedures</b>		
	13 – 17 January	Sandton
	16 – 20 March	Dubai
	25 – 29 May	Cape Town
	27 – 31 July	Sandton
	07 – 11 September	Sandton
	16 – 20 November	Nairobi
<b>Customer Service Mindset and Complaint Handling Skills</b>		
	10 – 14 February	Sandton
	13 – 17 April	Dubai
	22 – 26 June	Sandton
	24 – 28 August	Dubai
	12 – 16 October	Nairobi
	14 – 18 December	Sandton
<b>Measuring and Managing Customer Satisfaction: ISO 9001 and Beyond</b>		
	27 – 31 January	Nairobi
	09 – 13 March	Sandton
	18 – 22 May	Dubai
	13 – 17 July	Dubai
	14 – 18 September	Sandton
	09 – 13 November	Sandton
<b>Performance Metric System for Customer Service</b>		
	10 – 14 February	Sandton
	13 – 17 April	Sandton
	22 – 26 June	Cape Town
	24 – 28 August	Dubai
	12 – 16 October	Sandton
	14 – 18 December	Nairobi
<b>PUBLIC SECTOR PERFORMANCE MANAGEMENT</b>		
<b>Customer Service for the Public Sector</b>		
	27 April – 01 May	Cape Town
	06 – 10 July	Dubai
	28 Sept – 02 Oct	Sandton
	14 – 18 December	Nairobi