Datastat Research
Building Capacity in Training and Research

DATASTAT TRAINING IN

OFFICIAL COURSE PROSPECTUS

Center for Advanced Research & Professional Development

Nairobi Training Center • Global Virtual Academy • Corporate On-Site

CUSTOMER SERVICE AND CUSTOMER EXPERIENCE

Rapport Building in Customer Conversations Training Course

Comprehensive Course Syllabus, Practical Modules & Upcoming Schedules

PROGRAM SPECIFICATIONS & HIGHLIGHTS

DURATION
5 Days Practical Hands-on

DELIVERY MODES
In-Person Class & Live Virtual

CERTIFICATION
Accredited Certificate of Completion

INTAKES / DATES
Multiple Cohort Schedules Included

PREPARED FOR:

Valued Participant

Email: training@datastatresearch.org | Issued: November 24, 2026

Academic & Professional Training Year: 2026

DATASTAT TRAINING INSTITUTE

P.O. Box 102802-00101, Nairobi, Kenya

Training Centers: Nairobi • Mombasa • Kigali • Dubai • Live Virtual Academy

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www.datastatresearch.org

Rapport Building in Customer Conversations Training Course

Customer Service and Customer Experience • 5 Days Intensive • Accredited Certification

Course Overview

Rapport Building in Customer Conversations Training Course equips professionals with advanced communication skills, emotional intelligence, and active listening techniques to foster trust, loyalty, and long-term customer relationships.

Key Skills & Software Tools Covered

Active listening • empathy expression • personalized communication • trust development

Upcoming Training Schedules

Confirmed cohort intakes and venues. Both physical in-person classroom and live virtual online seats are available.

TRAINING DATES	LOCATION / VENUE	FORMAT / DURATION	INVESTMENT (FEE)
30 Nov 2026 – 4 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
30 Nov 2026 – 4 Dec 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
30 Nov 2026 – 4 Dec 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
7 Dec 2026 – 11 Dec 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
7 Dec 2026 – 11 Dec 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
14 Dec 2026 – 18 Dec 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**

14 Dec 2026 – 18 Dec 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
14 Dec 2026 – 18 Dec 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
21 Dec 2026 – 25 Dec 2026	Kigali	Classroom / 5d	**$3,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Dubai	Classroom / 5d	**$5,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Cape Town	Classroom / 5d	**$4,500 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Singapore	Classroom / 5d	**$5,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Istanbul	Classroom / 5d	**$5,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Bangkok	Classroom / 5d	**$5,000 USD / KES 90,000**
21 Dec 2026 – 25 Dec 2026	Accra	Classroom / 5d	**$4,000 USD / KES 90,000**
4 Jan 2027 – 8 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**

18 Jan 2027 – 22 Jan 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**

8 Feb 2027 – 12 Feb 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**

8 Mar 2027 – 12 Mar 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**

29 Mar 2027 – 2 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**

26 Apr 2027 – 30 Apr 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
3 May 2027 – 7 May 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
3 May 2027 – 7 May 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
3 May 2027 – 7 May 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
10 May 2027 – 14 May 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
10 May 2027 – 14 May 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
10 May 2027 – 14 May 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
17 May 2027 – 21 May 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
17 May 2027 – 21 May 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
17 May 2027 – 21 May 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**

17 May 2027 – 21 May 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
24 May 2027 – 28 May 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
24 May 2027 – 28 May 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
24 May 2027 – 28 May 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
7 Jun 2027 – 11 Jun 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**

14 Jun 2027 – 18 Jun 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
14 Jun 2027 – 18 Jun 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
21 Jun 2027 – 25 Jun 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
28 Jun 2027 – 2 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
5 Jul 2027 – 9 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**

12 Jul 2027 – 16 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
12 Jul 2027 – 16 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
19 Jul 2027 – 23 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
26 Jul 2027 – 30 Jul 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**

2 Aug 2027 – 6 Aug 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
2 Aug 2027 – 6 Aug 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**

30 Aug 2027 – 3 Sep 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**

20 Sep 2027 – 24 Sep 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
11 Oct 2027 – 15 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**

18 Oct 2027 – 22 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
18 Oct 2027 – 22 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
25 Oct 2027 – 29 Oct 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
1 Nov 2027 – 5 Nov 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**

8 Nov 2027 – 12 Nov 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
8 Nov 2027 – 12 Nov 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
15 Nov 2027 – 19 Nov 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
22 Nov 2027 – 26 Nov 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
29 Nov 2027 – 3 Dec 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**

6 Dec 2027 – 10 Dec 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
6 Dec 2027 – 10 Dec 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
13 Dec 2027 – 17 Dec 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Kigali	Classroom / 5d	**$3,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Dubai	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Cape Town	Classroom / 5d	**$4,500 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Addis Ababa	Classroom / 5d	**$3,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Singapore	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Istanbul	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Bangkok	Classroom / 5d	**$5,000 USD / KES 110,000**
20 Dec 2027 – 24 Dec 2027	Accra	Classroom / 5d	**$4,000 USD / KES 110,000**

* Corporate discounts and customized cohort scheduling are available for teams of 3 or more participants.

Course Curriculum & Modules

Rapport Building in Customer Conversations Training Course

Introduction

In today's hyper-competitive business landscape, the ability to build genuine rapport with customers is no longer optional it is essential. Customers expect personalized, empathetic, and engaging interactions that make them feel understood and valued. Rapport Building in Customer Conversations Training Course equips professionals with advanced communication skills, emotional intelligence, and active listening techniques to foster trust, loyalty, and long-term customer relationships. By mastering rapport-building strategies, participants can transform ordinary conversations into memorable experiences that drive customer satisfaction, retention, and brand advocacy.

Designed for sales, customer service, and client engagement professionals, this course leverages practical frameworks, real-world case studies, and interactive exercises to ensure participants gain both theoretical knowledge and hands-on experience. Through a combination of behavioral insights, conversational psychology, and digital communication tools, learners will develop the confidence to connect with customers at a deeper level. By the end of this program, participants will be proficient in establishing instant trust, navigating challenging conversations, and creating meaningful connections that enhance business outcomes.

Course Duration

5 days

Course Objectives

- Master active listening techniques to understand customer needs deeply.
- Develop emotional intelligence for empathetic customer interactions.
- Learn trust-building strategies that enhance customer loyalty.
- Enhance verbal and non-verbal communication skills.
- Apply storytelling in customer conversations to increase engagement.
- Understand customer psychology for personalized communication.
- Build rapport instantly in face-to-face and virtual interactions.
- Handle challenging conversations with confidence and professionalism.
- Utilize feedback loops to continuously improve customer engagement.
- Leverage digital communication tools for seamless online rapport.
- Strengthen relationship management skills for long-term connections.
- Implement cross-cultural communication strategies in diverse markets.
- Measure conversation effectiveness through customer satisfaction metrics.

Target Audience

- Customer Service Representatives
- Sales Executives and Account Managers
- Client Relationship Managers
- Call Center Professionals
- Marketing Professionals involved in Customer Experience
- Business Development Managers
- Frontline Support Staff
- Entrepreneurs and Small Business Owners

Course Modules

Module 1: Foundations of Rapport Building

- Definition and importance of rapport in customer conversations
- Principles of trust and credibility
- verbal, non-verbal, and paraverbal cues
- Recognizing and adapting to customer personality types
- Case Study: How a retail brand increased customer loyalty through rapport

Module 2: Active Listening & Observation Skills

- Techniques for active listening
- Identifying emotional cues and tone
- Mirroring and matching communication styles
- Avoiding communication pitfalls
- Case Study: A telecom company reducing churn through listening

Module 3: Emotional Intelligence in Customer Conversations

- Understanding self-awareness and self-regulation
- Empathy mapping for customer needs
- Managing emotions in difficult interactions
- Building emotional rapport
- Case Study: A bank improving client satisfaction scores via EI

Module 4: Verbal & Non-Verbal Communication

- Crafting impactful language
- The role of body language and facial expressions
- Maintaining positive posture and gestures

- Enhancing vocal tone and pace
- Case Study: An airline's customer service turnaround with non-verbal cues

Module 5: Storytelling and Engagement Techniques

- Using stories to create memorable interactions
- Personalization for customer relevance
- Building narratives around solutions
- Integrating humor and empathy effectively
- Case Study: E-commerce brand boosting conversions through storytelling

Module 6: Handling Challenging Conversations

- Strategies for conflict resolution
- De-escalation techniques
- Turning objections into opportunities
- Maintaining professionalism under pressure
- Case Study: SaaS company resolving escalations without losing clients

Module 7: Digital Rapport & Online Communication

- Best practices for chat, email, and social media
- Building trust virtually
- Adapting tone and style for online platforms
- Managing digital misunderstandings
- Case Study: Tech support team increasing satisfaction through online rapport

Module 8: Measuring and Sustaining Rapport

- Tools for customer feedback and satisfaction
- Tracking repeat engagement and loyalty metrics
- Continuous improvement frameworks
- Developing long-term relationship strategies
- Case Study: A subscription service increasing retention by 25% through rapport metrics

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@datastatresearch.org or call +254724527104

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to DATASTAT CONSULTANCY LTD account, as indicated in the invoice so as to enable us prepare better for you.

Certification & Learning Methodology

- Hands-on practical delivery with real-world datasets, case studies, and lab exercises.
- Post-training mentorship, access to class resources, and customized follow-up support.
- Participants who successfully complete the course receive an accredited Datastat Certificate of Completion.

How to Enroll & Reserve Your Seat

1. Online Registration: Visit https://datastatresearch.org/courses/rapport-building-in-customer-conversations-training-course to register online.
2. Email Booking: Send participant details to training@datastatresearch.org for official invoice & reservation.
3. Support & Assistance: Inquire via phone +254 724 527 104 | +254 734 969 612.