



## **Building Client Relationships**

### **About:**

Clients are the lifeblood of your organization, and the key to your future growth and success. So how can you build amazing client relationships? How can you wow them? How can you foster an environment where employees want to go above and beyond for clients every single day?

This dynamic program provides direction on transitioning from outstanding service providers to vital business partners. We share tangible best practices with easy-to-follow, step-by-step instructions on how to increase the depth of your involvement to win over your clients every day.

### **Results:**

- Participants can navigate the essential stages in developing stronger client relationships
- Participants understand the components of building trust with clients
- Participants have the ability to build relationships with even the toughest of clients
- Participants can identify different client types
- Participants have the ability to win over their client time and time again

### **Approach:**

Before our learners start the training, they fill in an extensive intake form. Our trainer analyses this intake form and uses the personal learning needs as preparation for the training. This achieves a maximum learning effect during the training.

During the session participants will be introduced to a number of case scenario's and will gain insight into their own communication skills; what do you know and what can you refine? Practice is key to the training. The trainer pays a lot of attention to dealing with challenging situations. Participants can also introduce and practice their own case scenarios. This is evaluated on an individual level, so learners can achieve individual learning objectives. The training is provided by experienced and inspiring trainers.