

Client Management & Consulting Skills



Creating Valuable and Rewarding Relationships with Your Clients.

In a complex and competitive marketplace, it is getting harder and harder to provide quality service and experience what it is like to make a real difference for your client. In order to stand out from your competitors, it is not enough to settle for just being the 'expert' or having the right solutions.

These qualities, although important, are not always enough to keep your clients coming back for more. Clients demand much more than this – they want value and authentic relationships with their service providers.

The ability to navigate complex situations and relationships and come out on top is by no means an easy task. It requires advanced interpersonal skills and effective strategies to manage client expectations to the point of satisfaction. If you are looking for strategies and methods to help your clients to see you as the 'go to consultant' then this is the program for you.

'Client Management and Consulting Skills' is a workshop style program designed to help those in client management and consulting roles understand and apply successful interpersonal skills to get winning results. It will help you manage the clients value perception from the common 'garden variety' service provider, to the highly sought after 'Trusted Advisor'.

Designed for?

- This workshop is relevant to consultants across all industries and disciplines, anyone who manages stakeholders and clients and offers advisory and value based services.
- It is relevant to those starting out, as well as those who are experienced in the client management and consulting process.
- An ideal group size is 6 – 15 participants.

Key Learning Outcomes

- ✓ Identify the core drivers for clients and stakeholders and recognise what they really value.
- ✓ Understand how to profile (read) clients and diagnose the best solution and strategies.
- ✓ Understand how to become the 'The Trusted Advisor' to your clients.
- ✓ Use 'challenging situations' (disagreements or conflict) to find opportunities or ways forward.
- ✓ Manage the expectations of stakeholders and clients and apply effective influencing skills.
- ✓ Understand the 'Best Practice Methodology' for the consulting process.
- ✓ Manage the conversation and navigate to better outcomes.
- ✓ Understand the psychology of trigger points and how to use them to get it moving when things get stuck.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

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