



THE INFLUENCE BUSINESS

Raise your level of influence

CLIENT TEAM SKILLS

Overview

This highly practical **one day** programme **for a maximum of nine participants** focuses on the skills and behaviours that make prospective clients more likely to want to work with you and your team. In the great majority of cases, they do not have to instruct you; they have a choice. Your challenge is to differentiate yourselves in such a way that you tilt the balance in your favour and make them want to work with you.

The programme starts with a session on presenting - informal and seated at a table and then you choose three of the following four elements most useful to you:

1. Challenging conversations. Around fees, service quality etc
2. Negotiating fees
3. Networking
4. Telephone calls - to get back on the client's radar after a significant period out of touch

While each section adds new skills, you will have the opportunity to develop and practice powerful behaviours throughout the day. These are behaviours you do normally when relaxed and at your natural best. They are however the same behaviours that desert you when you are under pressure and the spotlight is on you.

Aim

To give you the skills and confidence to differentiate yourselves by strengthening your client relationships.

Outcomes

You will be more able and confident in:

- Strengthening your client relationships
- Presenting yourselves and your ideas to your clients
- Being at your relaxed and natural best when the spotlight is on you
- The power of 'eye contact and the pause'
- Preserving the relationship when having challenging conversations
- Specific skills according to the programme elements you choose
- Handling objections with greater confidence



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Methodology

An actor/facilitator assists on this programme, creating highly realistic situations in a safe environment. You will each have the opportunity to develop and practice your skills and also to learn from watching others. Only one person in the room is acting ...and it is not you! You will have the opportunity to respond to the situation in which you find yourself and explore what works best for you in any particular set of circumstances. While we provide some readymade scenarios, you also have the opportunity to work through any past or forthcoming situation where you feel that will benefit you more. Whatever the setting, the object is to develop and practice skills and behaviours that you can apply across the board.



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