

First Creation Consulting



***Providing Excellent
Client Service***

First Creation Consulting Ltd

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WORKSHOP AIM:

The aim of the workshop is to raise the participants' awareness to the importance of providing excellent client service and how they can personally make a difference by contributing to the team effort when interacting with the clients.

WORKSHOP OBJECTIVES:

By the end of the workshop participants' will be able to:

- Understand the importance of providing excellent client service
- Reinforce understanding of who the external clients are and how they can be better served
- Contribute to the development of a set of quality standards that the firm will measure itself against in the area of providing excellent client service
- List the key skills required for providing excellent client service
- Effectively turn client complaints into opportunities
- Effectively manage dissatisfied or complaining clients

WORKSHOP METHODOLOGY

The workshop has been designed to maximise participant involvement. A number of proven methodologies are employed including:

- Consultant led input
- Group/individual based exercises
- Feedback and coaching

One Day

Start 9:00

Introduction

- Workshop aims & objectives
- Workshop overview

Providing Excellent Client Service

- Why client service matters
- What's different about excellent service
- What the clients expect – External – Internal
- What are the obstacles to providing excellent client service

Cornerstones for providing Excellent Client Service

- Communication
- Cooperation
- Commitment

Managing the Clients

- Turning complaints into opportunities
- Dealing with dissatisfied Clients
- Dealing with angry or hostile Clients
- Building positive relationships
- Practical exercise

Practical Exercise

Participants will conduct a case study driven exercise to reinforce the importance of excellent client service

Review and debrief of exercise –

Providing Excellent Client Service

- Brainstorming
- Screening
- Introducing, improving processes
- Implementing Quality Service Standards
- Making a difference

Development of Personal Actions Plans – Making a Difference

Finish 17:30

Review & Summary