

First Creation Consulting



***Client Relationship
Management Skills
For Managing
Internal Clients***

First Creation Consulting Ltd

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WORKSHOP AIM

The aim of the workshop is to develop the participants' Relationship Management skills so that they are able to effectively carry out their roles by building and managing positive interpersonal relations with their clients.

WORKSHOP OBJECTIVES

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

- Understand their own behavioural traits and how it effects their working relationships with clients
- Identify what actions need to be taken in order to improve working relations with others
- Use techniques to effectively influence people to open up and share information
- Understand the skills & behaviours required to successfully gather quality information from clients
- Understand the dynamics of conflict and take actions to either avoid or minimise its impact on the meeting
- Use techniques to effectively manage hostile or difficult people

WORKSHOP METHODOLOGY

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

- Consultant led input
- Group/individual based exercises
- Practical client role-play simulations using a video camera
- Feedback and Coaching

One Day Workshop

Start 09:00

Introduction

- Workshop overview
- Aims & Objectives
- Personal objectives

Building & Maintaining Positive Interpersonal Relationships

- Interpersonal skills
- Verbal communication skills
- Non-verbal communication skills
- Johari Window – Analysis of interpersonal relations with others

Gathering Information

- The skills of enquiry
- Questioning techniques
- Developing listening skills
- Objectives, control, focus
- Practical exercise – Developing questioning & listening skills

Influencing Skills

- Influencing styles
- Behaviours
- Influencing process
- Adopting different approaches
- Practical Influencing exercise

Dealing with Difficult Situations

- What makes people hostile or difficult
- Identifying different people types
- How best to deal with different types
- Model for managing hostile & abusive people
- Developing strategies to manage conflict
- Practical exercise – dealing with difficult or hostile people
- Review & debrief of exercise

Finish 17:30

Summary & Close