



# Enhanced client service for technical specialists



This **four-hour** workshop is a highly interactive and practical course (without the dreaded role plays). It provides leaders with a client service approach which will not only retain existing work but also win new work.

**TARGET AUDIENCE:** Any leader needing to keep clients happy  
Any leader uncertain of what clients really want  
Any leader hoping for repeat work

## COURSE OUTLINE

### It's not rocket science

What do clients really want?  
How can I deliver in four steps?

### Acquiring confidence

Being clear on your value proposition  
Being excited by your value proposition

### It's all about the client

When should you ask?  
What should you ask?  
Don't leave it to the Marketing Department

### Following a process

It has to work for you  
Involve others in your team

## COURSE OBJECTIVES

At the end of the workshop, participants will:

- Know the four essential elements of outstanding client service
- Be able to develop and articulate their value proposition
- Never again have to wonder whether their client is happy with our service
- Have a process to implement and maintain

### About the presenter

Barry O'Sullivan has provided leadership coaching to over 350 leaders in the past nine years, following 22 years as a partner with KPMG. He also coaches leadership teams and Boards. He brings business, coaching, acting and personality type insights and skills to the workshop.



## ADDITIONAL OPTION

Refresher workshop to embed the new skills and deal with obstacles inevitably encountered

"Once I started applying the skills, I stopped stressing over my billings. I now know I really do provide value for money for all my clients, along with the specific client service that they prefer"