



Stakeholder engagement for technical specialists



This **four-hour** workshop is a highly interactive and practical course (without role plays) providing leaders with a path from technical specialist to client service expert.

TARGET AUDIENCE: Any leader who has responsibility for important clients
Any leader who seeks continuous assurance of client satisfaction

WORKSHOP OUTLINE

Client service essentials

The four elements of client service that every client deserves

Knowing what makes you special

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

Knowing your client

They're all different
Don't be six degrees distant

Forget the corporate box

Conduct the 'working' visit
Move away from customer/provider

Making it happen

It's partly discipline
It's partly a new skill

ADDITIONAL OPTION

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

WORKSHOP OBJECTIVES

At the end of the workshop, participants will:

- Commit to the four key elements of success in outstanding client service
- Approach client satisfaction with discipline and intent
- Have the confidence to embark on regular 'working' visits to all key clients

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.

"I no longer stress over that dreaded phone call, saying they're going to try out a new relationship. My regular working visits to my major clients ensure that I don't get nasty surprises."