Client Service Skills

Effective questioning for results • Ensuring clarity with the purpose and intent of questions • Reflecting, summarising and reinforcing understanding • Promoting clarity • Communicating with a purpose • The pyramid approach to effective clarity and context

Communication skills

How to question effectively • Being clear on the purpose and intent of your questions - sequencing and structuring • Reflecting, summarising and reinforcing your understanding • Clarification and clarity

Questioning skills

How to listen effectively • The habits of an effective listener • The four-level listening model • What stops us listening? • Barriers to effective listening

Listening skills

Rapport building skills

The value of trust • Responding to opportunities • The real foundations of satisfactory solutions to all parties • Understanding the people involved • Mapping interests and values of others • Reacting to the demands of others through interest rather than position

Influencing skills

Experiential activity: Delivering the right service to a client at the right time

Participants adopt the role of a client and a service team • Communicating as a client, and probing/questioning as a service provider, teams need to prepare to deliver a product that is complete, accurate and to time • But once they start producing all communication must stop!

Bringing it all together

This experiential and insightful programme will provide your people with practical learning takeaways and tools to apply back in the workplace both with internal and external clients. The workshop is built around five core themes, that build throughout the workshop, and which allow participants to explore, practice and embed vital client skills.