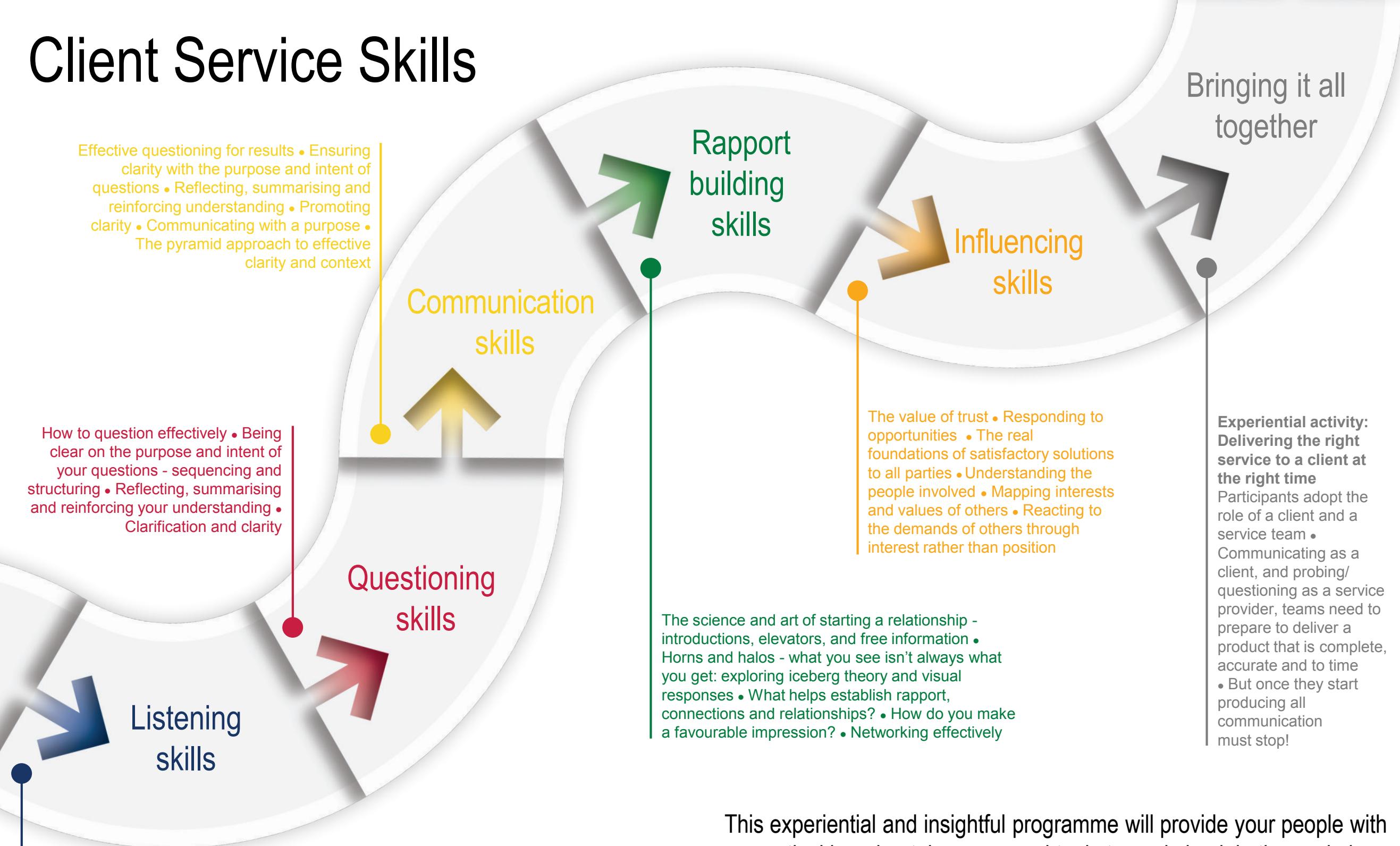


# Client Service Skills



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

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.