



Building Sustainable, Trust-Based Relationships with Clients

Overview

Customers and clients are better educated than ever before. If your business relies on retaining and / or building customer / client base or if you want to keep your best clients then this two-day course is for you. Learn how to build sustainable trust based relationships with customers / clients and staff to engender loyalty and repeat business.

Designed For

Anyone who has a product or service for sale and who wants to build and keep their clients or their staff in the face of increasing competition.

On this course you will learn how to:

- Understand your own behaviour in business situations;
- Read the client's behaviour and match yours accordingly;
- Understand how to continuously improve your relationship with clients;
- Open meetings to give a positive impression;
- Work with 4 different types of clients;
- Appropriately engage and communicate with your client;
- Co-develop solutions with your client in a way that fosters trust and credibility;
- Communicate between meetings;
- Present your ideas and solutions with impact;
- Create ongoing trust and loyalty with your client.

Learning Outcomes

Learn how to build a sustainable, ongoing level of trust which means the customer / client will return or staff member will remain without price being a key part of their decision.

"You don't close a sale, you open a relationship if you want to build a long-term, successful enterprise" Patricia Fripp

Course Details

Cost: \$790

Length: 2 day, Face-to-Face

Includes:
Workbook, morning tea, lunch and afternoon tea

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: info@allsortsct.com.au

What CLIENTS Have to Say...

"I no longer fear the economic recession. I realise that I can have all the business I need if I keep my current customers. "
L.G. Insurance Industry

"I used the questioning techniques and it stopped one of our client's suiciding. I've only been in the job a year."
M.H Prison Officer