



## Advancing Client Interactions

*Boost Your Ability to Interact Effectively "In the Moment"*

### > Program Benefits

*Advancing Client Interactions*, from Advance Consulting, Inc., helps individuals increase their ability to interact effectively with clients, team members, vendors, and partners. Every client interaction has the potential to improve or detract from overall business results. Increasing your people's skills to effectively manage interactions leads to improved productivity, efficiency, and satisfaction. *Advancing Client Interactions* is all about mastering the ability to partner "in the moment." This translates into preparing for the client interaction, using a roadmap to manage the interaction, being flexible "in the moment" while staying on task, and—most importantly—truly listening to what is most important to the client.

After *Advancing Client Interactions*, your people will be better able to:

- maximize results and heighten overall client satisfaction by eliminating time wasters, listening better, and tailoring solutions that are specific to needs
- offer targeted solutions instead of excuses and explanations
- improve productivity by focusing on what is important versus "nice to have"
- move projects along faster through planned and well-conceived interactions and meetings
- manage resistance and influence client thinking
- avoid rework by determining the best course of action "in the moment"
- significantly increase their own confidence and morale

### > Program Description

#### I. Planning for the Interaction/Preventing Problems:

Using a real-life situation, plan for the interaction by analyzing the situation, personalities involved, and known issues. Learn how to become mentally prepared, define the goal, set the stage for the interaction, and overcome resistance.

#### II. Conducting the Interaction:

Learn to focus on "asking" versus "telling," asking questions that get results, and listening to understand the client's stated and unstated needs and issues. Determine the most appropriate response based on verbal and non-verbal feedback, and understanding and managing resistance.

#### III. Responding and Intervening:

Influence the outcome of the interaction by gathering complete information before responding, responding based on what is important to the client and the situation, remaining flexible during the interaction based on what you are hearing, diffusing tense situations, and using a three-step process to build agreements.

### > Implementation/Customization

*Advancing Client Interactions* is delivered in a one-day, interactive format. It can also be delivered in modules.

#### **AUDIENCE:**

Professionals who interact with clients, alliance partners, team members, management, vendors, and peers.

#### **USERS INCLUDE**

Callisma,  
Capital One,  
Fireman's Fund,  
Hyperion, Lucent  
Technologies,  
Microsoft, Nortel,  
Ultimate Software,  
Wells Fargo

