

Professional Development Training

Enhancing Client Relationships

How project managers deal with client relationship issues will determine whether a project is completed on time and within budget. Ultimately client satisfaction and account development are at stake. This course presents a model for building relationships and negotiating client requests that help clarify issues, resolve differences and enhance follow-up. Opportunities for practicing techniques will help participants develop their skills.

Program Objectives

Participants will learn to:

- Build rapport, communication and trust with clients
- Generate more creative options to achieve better agreements
- Use effective interpersonal skills to improve negotiating outcomes

Key Topics

- Scope creep
- Negotiating client requests to change start dates, deadlines and resources
- Building client relationships that weather the storms
- Managing client expectations to delight rather than disappoint the client
- Dealing with client and team conflicts during installation and implementation
- Delivering “bad” news to clients
- Managing the client who wants more for less

Workshop Modules

Day 1

- Social styles in client relationships
- Relationship building
- Listening
- Probing for facts and feelings
- Role-plays

Day 2

- Preparing to negotiate
- Structuring the meeting
- Negotiating tactics
- Role-plays
- Action plans

Who Should Attend

Project Managers
Client Relationship Managers
Account Executives

Workshop Length

Two day module

Workshop Materials

Workshop Manual
with practice exercises
Job Aids and Checklists

The Challenge

How often do projects in your organization get bogged down through misunderstandings between the project manager and the client department?

Do your people listen and negotiate with skill so that outcomes are fully accepted by the client and project team?

Do your project managers have the skill to probe for needs, wants and expectations?

Enhancing Client Relationships provides new perspectives in building understanding and agreement on the client goals: the key to bringing projects to a successful conclusion.

Training and Consulting Services Available:

Adaptive Index™
Adaptive Leadership™
Adaptive Selling®
Beyond Gold™ Customer Service
Better Together™ Team Effectiveness
Change Management
CLEAR Communications™
Conflict Management
Enhancing Client Relationships
Executive Coaching
Interviewing & Selection
Job FIT™
Leading Virtual Teams
Negotiation Skills
Performance Development Survey (360°)
Project Leadership
Project Management Tools & Techniques
Work Climate Inventory