

## 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