

Courses for Chambers' Practice Management - Product Sheet

BESPOKE TRAINING & PERSONAL DEVELOPMENT SOLUTIONS FOR BARRISTERS' CHAMBERS



Practice Management Excellence

Client Engagement and Developing Business

Getting it right first time and every time for your clients

Client Engagement and Developing Business for your Chambers is a practical and interactive workshop exploring business development opportunities, and how to make the most of them.

We explore how we can promote excellence in our clients experience in dealing with us.

Increasingly we need to be smart about driving and developing business. Your clients are your best sales force. They will always recommend a product or service if they have had a positive experience. Likewise you can lose years of good work if a client has had a less than satisfying experience. In our personal lives we are very quick to judge our consumer experience and we all have personally recommended or warned people about poor service. In the current climate we cannot afford to let any opportunity to develop revenue through client development and retention pass us by.

This workshop is designed for all client facing staff and will explore the following:

- The client buying process – how people make purchasing decisions and how we can maximise our position
- Psychology of buying – in this world of information overload we examine how clients look out for buying short-cuts
- Client types – we look at personality types and how we can serve them better
- The client journey – satisfying client expectations is key to on-going business development from existing clients

This course is designed to be engaging and practical for Junior Clerks from all educational backgrounds. It can be conducted in a group or one-to-one, in person or remotely.

How is it done?

All our workshops are developed with high levels of input from delegates. We professionally coach our delegates rather than tell them what to do. By doing this we achieve maximum learning, high relevance to Chambers and embed change. Delegates will experience low levels of PowerPoint and high levels of interaction, leaving with all course notes and extending reading materials. The time allowance for this course 5.5 hours excluding breaks. It can be conducted in one day or over two evenings.

What will I get from attending?

- Confidence in how to spot stages of the buying process and how to drive results
- Understand what helps cut through the complicated process of making a purchase
- Discover the psychology of how to interact with a client to gain improved results
- Examine customer service standards and how to drive them for better effect

Who would benefit from this?

- Clerks, Practice Managers and all Chambers staff who interact with clients
- Any professional who wants to drive business in a more effective way

Contact Us

For more information about our courses and what else we offer, please visit: www.pmetraining.co.uk or to book your place contact nicky@pmetraining.co.uk