



Client Relationship Best Practices: Employee Workshop

Feedback on this workshop

“Kim’s well-prepared, thoughtful and attentive approach to teaching client retention methods gave me and our staff the training we need to keep and expand both our client base and outsider referral sources. As a law firm, word-of-mouth advertising is our best source of business. Kim showed us how to make each one of our clients into referral generators.” -- M. Clerc, Clerc & Associates, PC.



Workshop Includes

- Two-hour onsite workshop facilitation.
- Review of client relationship best practices and principles.
- How to up-sell and cross-sell.
- How to fuel client referrals.
- How to improve client retention.
- Discussion of relevant client issues and how to best resolve them.
- Materials for each participant.
- Recap of the workshop highlights for management for continuing post-workshop discussions and use of the principles..

Pricing

- 1 workshop with up to 10 employees is \$2,500.
- 2-10 workshops 10% off.
- 11-20 workshops 15% off.

Who This Is Good For

- Professional services groups (accountants, architects, lawyers, etc).
- Any organization focused on service.

Benefits

- Business growth when the ideas on referrals, retention and up-sell and cross-sell are implemented.
- Gain a competitive advantage by training employees in building long-term relationships.
- Cost and time efficient. Train 10 people for only \$250 each and spend less money and time than for offsite training.
- Workshop becomes the platform for continuing discussions and goal setting for referrals, up or cross-selling and retention.
- Research has proven that employees view training as a benefit. They want to learn and grow and when you provide them a forum to improve their skills it can deepen their loyalty to you.

Find Out More

Contact Kim Proctor at 617-524-3761 or Kim@CustomersThatClick.com.