



# Growing Client Relationships

## Course Overview

Maximising potential with existing clients is equally as important as fostering new relationships with key sales prospects. Nurturing relationships can increase loyalty and consequently expand your business. Forming robust networking skills in today's market is essential to reach peak performance and become a 'big biller'. This course teaches consultants the key principles to enhance and develop relationships to successfully grow their desk.

This is a full day training course delivered in-person or over 2-4 hour sessions using Zoom Video conferencing.

### AGENDA HIGHLIGHTS:

- Understand the importance of developing strong relationships.
- Learn strategies to develop emotional intelligence and become more solutions focused.
- Understand how to become a trusted advisor, and strengthen relationships through consultative approach.
- Developing a structure to maximise the benefits, in-person or virtually.
- Discover ways to build your network both on and offline.

### TARGET AUDIENCE:

- Service Delivery Consultant / Resourcers / Consultants / Researchers that are new to the industry
- Service Delivery Consultant / Resourcers / Consultants / Researchers that are seeking a 'back to basics' refresher
- Mentors / Team leaders / Managers that are supporting employees in sales delivery roles who require new training / coaching ideas

### TRAINERS:

Tracy Whiting- Iqbal, Tim Norton, Sara Alvarez & Charlotte Clark

### LEARNING OUTCOMES:

- Develop a growth mindset to achieve peak performance
- Evaluate existing client relationships and identify ways to develop long lasting partnerships
- Create an action plan to help you become a valuable business partner
- Understand the importance of being agile to meet client needs
- Have strategies to leverage relationships
- Have a structure to conduct effective client visits
- Understand key principles to have more effective online meetings
- This course is part of the APSCo Foundation Recruiter programme which includes Resourcing and Candidate

### INVESTMENT:

#### OPEN COURSE – Cost per head:

Virtual                      £420.00 plus VAT

#### IN COMPANY COURSE –

prices are based on 8 delegates plus Trainer expenses

Virtual                      £1950.00 plus VAT

Face to Face              £2490.00 plus VAT

For further information on the above programme or to discuss your talent development needs, please call **020 3117 0914** or email [talentdevelopment@apsco.org](mailto:talentdevelopment@apsco.org)

Courses are available to APSCo members and non-members alike. For non-member prices please contact APSCo Talent Development.