

Interpersonal Relationship WORKSHOP

Practical Approach to client relationship management –
Maintaining client relationships to increase profitability and retention.



SDGC
TRAINING & CONSULTING

**SUCCESS DRIVES
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OVERVIEW

This course will provide the participants with an opportunity to explore and understand the dynamics of interpersonal relationships. Self-awareness will be encouraged by examining personal type, values, needs and beliefs. Interpersonal communication skills such as self-disclosure, “I” messages, and active listening will be presented. Participants will learn to apply new skills in their personal lives.

The Interpersonal Skills workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

PROGRAM OBJECTIVES

At the end of this course you will be able to:-

- Recognise and understand a range of client behaviours
- Identify client motivations, needs and concerns
- Manage, meet and exceed their expectations
- Build client trust and confidence through pro-active relationship management
- Add value to the relationship to increase profitability
- Use interpersonal skills with clients to establish rapport
- Develop client loyalty objectives focusing on the development of long term business partnerships and develop strategies for improving relationships with clients

FOR WHOM:

This course will benefit client liaison officers, marketing managers, business account manager, relationship executive and senior executives whose role is to develop and/or retain existing clients.

Duration: 2 Days

TRAINING PACK

- The Business Masterclass Training Manual
- Experienced Trainer
- Certificate of Completion
- Refreshments

PROGRAM OUTLINE

Module One: Understanding self and others

Perception and the self
Needs, values, attitudes and beliefs
Communication styles
Emotions

Module Two: Verbal Communication Skills

Listening and Hearing: They Aren't the Same Thing
Asking Questions
Communicating with Power

Module Three: Non-Verbal Communication Skills

Body Language
The Signals You Send to Others
It's Not What You Say, It's How You Say It

Module Four: Making Small Talk and Moving Beyond

The Four Levels of Conversation

Module Five: Moving the Conversation Along

Asking for Examples
Using Repetition
Using Summary Questions
Asking for Clarity and Completeness

Module Six: Remembering Names

Creating a Powerful Introduction
Using Mnemonics
Uh-Oh 've Forgotten Your Name

Module Seven: Influencing Skills

Seeing the Other Side
Building a Bridge
Giving In Without Giving Up

Module Eight: Bringing People to Your Side

A Dash of Emotion
Plenty of Facts
Bringing It All Together

Module Nine: Sharing Your Opinion

Using I-Messages
Disagreeing Constructively
Building Consensus

Module Ten: Negotiation Basics

Preparation
Opening
Bargaining
Closing

Module Eleven: Making An Impact

Creating a Powerful First Impression
Assessing a Situation
Being Zealous without Being Offensive

Module Twelve: Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans and Evaluations

REGISTRATION PROCEDURE

1. Pay the registration fee on or before registration deadline date(at least a week before class commencement date)
2. Send your name, phone number, email address, training location, amount paid to training@successdrives.net or SMS to 08033027439
3. Visit www.successdrives.net click on register now tab and complete Registration Form.
4. Upon confirmation of your registration an electronic receipt will be sent to your mail.
5. Commence your training at SuccessDrives Training Facility, Allen Avenue, Ikeja- Lagos State

ACCOUNT DETAILS

Bank: First City Monument Bank Plc (FCMB)

Account Name: SuccessDrive Global Consult Ltd

Account Number: 246 809 3010