

Workshop

Communication best practice for better client service

Communication is all important in professional services firms: with clients, with your team, and with other firm teams and functional areas. Mastery of communication across all these areas is essential to professional and firm success.

Client satisfaction is directly and indirectly impacted by internal communications within and across teams and functional areas. Seamless client service that doesn't go unnoticed

Julian Midwinter & Associates workshop helps professionals identify, improve, practice and refine communication skills and practices across the firm. In 90 minute, 120 minute, or 150 minute formats this workshop combines practical exercises with best practice techniques to take your firm to the next level.

This workshop dissects firm and team communication to understand what works, what doesn't, and how to do better. We cover:

- 10 big gripes about communication
- tips and techniques for clear communication:
 - with the client
 - with your team
 - with other teams
 - with other functional areas
- who, what, when, and how - communicating effectively with each group
- 10 ways to do much better.

If communication needs work in your firm, please get in touch and we will work with you to tailor a programme to suit your firm and tackle your issues..

Call us on +612 9968 4168 or email julianmidwinter@julianmidwinter.com.au

www.julianmidwinter.com.au

Tel +61 2 9968 4168
Fax +61 2 9960 4480

Suite 16 357 Military Road
Mosman NSW 2088
Australia

Email julianmidwinter@julianmidwinter.com.au