

Workshop

Client satisfaction through better internal practices

Satisfied clients grow revenues through repeat business and referrals. However despite its key role in firm profits, often functional areas still operate in isolation and focus on what's easiest internally as opposed to what's best for the client.

Julian Midwinter & Associates can help with tailored workshops to assist your firm achieve synergy across all its functional areas as a foundation for increased client satisfaction and more repeat business.

With practical tips and techniques, and interactive break-out activities based on firm anecdotes and hypotheticals, this workshop (available in 1.5 hour, 2.0 hour, or 2.5 hour formats) deals with:

- how clients evaluate their lawyers
- what satisfies clients - and how to avoid the things which do the opposite
- how to lead your team for higher client satisfaction
- positive practices in team communication and interaction
- how functional areas interrelate - case studies or scenario examples (anecdotal or hypothetical situations)
- 10 steps to improve internal communication and ultimate client service
- 5 techniques to coordinate efforts better
- bringing it all together to achieve excellent evaluations from clients.

This workshop is especially suitable for non-lawyers and support functions within the firm (administration, finance, technology, knowledge management, marketing, human resources).

Julian Midwinter & Associates has helped scores of professional services firms improve and refine client relationship management across functional areas to secure established clients, win new business, and expand existing relationships.

Using an informal, interactive style, all-important non-technical skills are improved, practiced, and taught.

If client relationship management is a priority in your firm, contact us and we will deliver a programme to meet your requirements.

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