

Managing Business Relationships

Competency 3

Shepherd & Shepherd professional development and training programs in managing business relationships focus on the key skills and strategies required of professionals in the course of managing ongoing business relationships. This includes the examination and development of the skills and strategies required in enhancing sales, business development opportunities, issues management, enquiry, assertiveness, influence, conflict resolution and rapport.

Who Should Attend

This program is relevant to all professionals required to develop and manage key internal and external business relationships. It is particularly relevant to those in a selling or business development role and those required to manage sensitive client, customer and stakeholder issues. This program is built around the consideration of client and professional case studies and challenging scenarios professionals deal with on a day-to-day basis.

Outcomes

On completion of the program participants will have acquired skills in:

- conducting interviews relating to new business and the provision of advice;
- dealing more effectively with client issues and concerns (e.g. service expectations, fee challenges, time involvement, etc.);
- securing new client and business opportunities; and
- operating more effectively with supervisors, peers and other professionals within your organisation.

Participants: 4 to 6 person maximum

Duration: 1 Day incorporating individual coaching