



BUILDING YOUR SKILLS AS A TRUSTED ADVISER©

Do you want your clients to feel like you are their valued, trusted Partner and Adviser? That you understand them and care about their business? That you bring unique insights that help them to make better decisions? Many of us know our stuff! We're professionals (Accountants, Lawyers, Engineers, Insurance Brokers etc) who have built up skills and expertise in specialist areas and we are good at what we do!

But does it fall down a little when we interact with our clients? Do clients and prospects sometimes feel that products and services are being "pushed" on them? That you haven't really understood their needs? That you have gone in with your own agenda without prioritising theirs?

The Trusted Adviser© workshops are designed to progress your people from product and technical experts, to professional service providers who can offer tailored solutions based on client needs.

Learning Outcomes:

- Build rapport with clients through understanding different personal working styles to ensure maximum rapport
- Better understand client needs through listening, questioning and probing our clients, including dealing with difficult questions
- Improve the way we advise clients and build commitment to solutions.

Workshop Length 4 hours for targeted topics, through to 2 days for a comprehensive workshop covering a range of important topics.

Timing 4 hours – 2 Days

Suitable for 1 – 30 participants

To find out more please contact info@springbc.com