



## Client Services and Solutions Workshop

Leverage core negotiation skills for improving client services delivery

**1 to 3 day introductory and advanced workshops using a five-phase model for negotiating customer relationships**

This dynamic and highly experiential workshop is for new client service professionals as well as those individuals who seek to enhance their customer service capacity. The *Client Services and Solutions Workshop* will provide you with the core framework you need to succeed with both internal and external clients. C Global's approach to building client service capacity is based on three principles:

**First**—client service is about negotiating relationships. Having a framework and a set of practical skills for negotiating customer relationships effectively is critical to success.

**Second**—negotiating high quality and sustainable client relationships is an interpersonal process requiring social, emotional and cultural intelligence. The ability to read, adapt and influence others in mutually beneficial ways is an essential client services capacity.

**Third**—negotiating client relationships is a skill that requires much practice and coaching in order to be effective. Feedback is a critical feature for skills development. Client services professionals enhance their effectiveness by effectively eliciting and utilizing feedback.

### Key Workshop Benefits...

- Internalize a high performance framework for strengthening both internal and external client services delivery and relationships
- Develop social, emotional and cultural intelligence for flexible adaptation and influence using leading edge assessment tools including the WholeBrain Creativity Assessment (NBI©)
- Create a client services skill enhancing action plan
- Receive coaching on real-world client services negotiation challenges

### For More Information, Pricing & Customization Options:

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