



PREFERRED TRAINING
NETWORKS



BUILDING BETTER RELATIONSHIPS

“Customer service should not be a department, it should be the entire company” – T Hsieh

The better relationships have less struggle points. When things go wrong, they get fixed quickly. Would you like to strengthen your internal or external relationships? Organisations continually overrate their relationships with stakeholders. Moreover, organisations often take their relationships for granted. In this course, participants map out the strengths and weaknesses of existing stakeholder relationships. A risk analysis then highlights which relationships need to be improved. Then, participants discover strategies to build relationships with the identified stakeholders.

NUTS AND BOLTS

Would you like to attend this program?

For maximum effectiveness, this course is best conducted as an in-house program.

Venue: For your convenience, you can choose to conduct this course at your workplace. Alternatively, we can provide a training venue at a small additional cost.

Duration: Each course can be tailored to suit your timeframes.

Look at what you receive within 24 hours at no cost:

- An obligation free proposal
- A bio of a proposed trainer
- Training cost

GET IN TOUCH

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Key Learning Outcomes:

At the conclusion of this course, participants will be able to:

- develop rapport with customers
- use actively listening and questioning skills to understand customer's needs better
- use laddering techniques to understand the motivations of stakeholders
- decide acceptable and unacceptable behaviours
- use influencing skills to position mutual benefits with stakeholders
- map out recurring challenges with customers
- conduct a relationship risk analysis
- discover strategies to build internal and external relationships
- build levels of trust in the relationship
- build better win/win relationships with stakeholders