

Know Your Clients & Effective Personal Management

1 Day

COURSE OVERVIEW

The benefit of having the ability to recognize emotional cues in another person can aid us in establishing rapport quickly, hence, making them feel at ease in our presence. We will be able to appraise a person faster and relate better to his or her personal style. Having false assumptions and misinterpreting another person's emotional cues can be detrimental to a relationship. We may lose our credibility as a person, and this may in turn affect company's reputation.

To know your client, we must also first know ourselves. Your overt emotional reaction can also trigger another's person's emotional response. It is a reciprocal behavioral reaction.

The skills learnt in this workshop are not only essential for our professional growth but also our personal growth. We can apply the skills with our family members, friends or colleagues to create meaningful relationships that would last.

LEVEL

General

WHAT WILL I GET OUT OF IT?

At the end of the program, participants will be able to:

- Create a better understanding of our emotions
- Connect with client meaningfully and purposefully
- Continue to value add to your client professionally and personally

WHO'S IT FOR?

Any client-facing professionals

DELIVERY MODE

The workshop will be theoretical as well as experiential. Participant will be expected to do role-playing and engaging in some other activities.

COURSE CONTENT

Part I

Effective Personal – Management

- Understand your own Schema (how you perceive yourself and others)
- How to develop emotional awareness in social and business setting
- Learn how the basic principles in Social Intelligence & Emotional Intelligence can benefit you in your job
- How to remain professional and still maintain a personal touch with people

Part II

Knowing Your Client, a Client-Centric Approach

- Identify your client “hot buttons” and their motivational language – what client talk about most and what they value most in their life
- Understand the use of social and psychological language – identify what client really is telling you
- How to elicit a response in your client and not just inform them what don’t want to hear
- How to create a sub-conscious interview
- How to move from a transaction mindset to information giving mindset
- How to build better emotional connection with your client so that they become your assets for your business and sales