

RELATIONSHIP MANAGEMENT

IMPROVE THE WAY YOU PROACTIVELY MANAGE YOUR RELATIONSHIPS WITH YOUR CUSTOMERS

We are all different in terms of how we come across in our communications with others.

When we have responsibilities to manage and handle client relationships this is often with a view of keeping them loyal to our product and services.

We, in fact, act much like any adapter plug you have in your office or at home which enables a “foreign” device to connect through it, to a power source so that energy may flow between the source and the device.

This metaphor begins to describe the need we all have, to adapt our style and behaviour. We do this as and when required, to connect in a more meaningful way, with those we choose to influence.

By using a process of thorough investigation and learning how to overcome objections we help customers see how we can better service their needs.

TACK



2 Day Interactive Course

For individuals in the organisation with responsibilities for managing and building Customer Relationships

For more information, visit www.tacktmimalaysia.com or call us on +603 - 62034410

THIS COURSE WILL ENABLE YOU TO:

- Identify the most common characteristics for those customers we both enjoy a relationship with and those we find tough to navigate a relationship with
- Use self-management strategies and examine how you can achieve your selling goals whilst helping others achieve their buying goals and how best to do it
- Consider how objections should be handled based on the changing nature of the behavioural styles of a range of customers
- Use the TACK consultative approach and a four stage investigation technique FIND™
- ... and many more!



WE BELIEVE IN THE INDIVIDUAL

a **GI GROUP** brand