



Building Better Relationships

A 3 hour interactive workshop designed to deliver in house or via tele-training (2 X 1.5 hr sessions).

Who should attend: Consultants, team leaders and managers who want to learn how to push the boundaries of service and understand how to meet and exceed client expectations.

Outcome expected: Participants will understand the concept of service within the recruitment industry and identify where value can be added at little or no cost to the business. They will also understand the benefits of formalising strong relationships.

Workshop Content:

1. Service – what is it?

- Definitions
- Identification of the principles of good service

2. The Harvard 3-ringed service model

- Basic, acceptable and exceptional service
- What are they
- Who deliver them

3. Service is about value

- What is value?
- How do you align good service with value to the client

4. Follow up – build the relationship gently

- Ideas for follow up
- use of the phone, e-mail and other forms of follow up

5. WIFM

- What's in it for me if I provide good service

6. Continuous improvement

- Understanding the importance of continuous improvement
- Why is it important



Building Better Relationships

7. Formal Service Reviews

- ❑ Benefits
- ❑ How to do it
- ❑ What to do with the results

8. Formalising the relationship

- ❑ Introducing the concept of service level agreements to your clients
- ❑ Identifying the benefits for you and your client

9. The challenge and what to do with the results

- ❑ The TRTC challenge of surveying your top 5 clients
- ❑ 'What to do with the results
- ❑ Pushing the service boundary to provide exceptional service

How to contact us:

The Recruitment Training Company

T: 1300 685 838

W: www.trtc.com.au

E: info@trtc.com.au