



Client Visits

A 1 hour interactive workshop designed for delivery in house or via tele-training.

Who should attend: Consultants, both new to the industry and experienced who are keen to make the most out of every client visit.

Outcome expected: Participants will have increased confidence and understand the benefits of a good client visit as the beginning of a future relationship with the client.

Workshop Content:

1. **The theory behind visits**
 - ❑ The importance of preparation
 - ❑ Setting a visit objective
 - ❑ Understanding the importance of relationships in our competitive industry
2. **Structure of a visit**
 - ❑ The process that gets you to a close
 - ❑ Structure of the visit
 - ❑ Questions to ask
 - ❑ Needs/solution sales process
3. **Presentation**
 - ❑ The importance of image and presentation
4. **Non verbal body language**
 - ❑ Identifying communication blocks
5. **Follow up for success**
 - ❑ Ideas for follow-up
 - ❑ 1-31 contact
 - ❑ Use of phone, e-mail and other communication modes

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