

Building Better Relationships Overview

Objective of session

To understand the concept of service within the recruitment industry and identify where value can be added at little or no cost to the business. Understand the benefits of formalising strong relationships.

1. SERVICE - WHAT IS IT?
2. THE 3 RINGED SERVICE MODEL
3. SERVICE IS ABOUT VALUE
4. FOLLOW UP - BUILD THE RELATIONSHIP GENTLY
5. WIFM - BENEFITS OF PROVIDING GOOD SERVICE
6. CONTINUOUS IMPROVEMENT
7. FORMAL SERVICE REVIEWS
8. FORMALISING THE RELATIONSHIP
9. THE CHALLENGE AND WHAT TO DO WITH THE RESULTS