

THE STRESS-FREE CLIENT CONVERTER™

For bringing in more business

- ✓ Do you (and your staff) know how to turn enquiries into client instructions?
- ✓ Can you establish rapport over the telephone when the enquirer just wants to talk about costs?
- ✓ Do you know how to position yourself as Trusted Adviser with conversational ease?
- ✓ Does everyone involved in your business understand what it takes to offer exceptional client service and the one thing that every client wants?

COURSE DETAILS:

Date: 10th November 2017

Location: Thorpe Park Hotel and Spa, 1150 Century Way, LS15 8ZB

Times: 10.00 - 16.30 (Registration 9.30)

Cost: £250 including lunch and refreshments.

Presenter: Ann Page

This course also satisfies the SRA Statement of Solicitor Competence sections: A Ethics, Professionalism and Judgement - A1- A5. B Technical Legal Practice - B1, B2 B3, B4. C Working with Other People - C1, C2 and C3. D Managing Themselves and Their Own Workload - D1 and D3.

What the Programme Covers:



EASE

Communication tools for turning enquiries into client instructions from a trusted legal expert position



ENGAGE

How to use the know-like-trust formulas to strengthen your status



EXPENSE

How to have cost conversations confidently



EXPECTATIONS

Tips and techniques for managing expectations from start to finish



EXCEPTIONAL

Really understanding what clients actually value. Creating a WOW culture experience for all of your clients.



PLUS

Client Conversion Plan for the next 12 months

