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Turning Enquires into Instructions

(SRA Competencies C and D)

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?

Can you discuss costs confidently?

This motivational two-hour workshop delivered at your office will cover the three E's:

- ***Ease*** *– conversational techniques for turning enquiries into instructions*
- ***Engage*** *– communication techniques to position you as a Trusted Adviser*
- ***Expense-*** *confidence in cost conversations*
- ***Action plans going forward that are measurable***

This is what previous delegates have said:

"Good interactive content. Clear tips and techniques." ***LCF Law***

"Usable techniques not just theory. Would recommend." ***Rebian Solicitors***

"I attended Ann's 2-hour session and one of the topics we covered was how to overcome objections around price. That very afternoon a client raised with me the fact that he thought my services were too expensive and that he could undertake the task himself. Rather than becoming defensive as to my fees (which I would have done prior to Ann's workshop), I remained calm and was able to counter his objections with grace and confidence. At the end of my explanation, he decided he would rather rely on my skill and expertise." ***Adel Will***