

# Client service

## Learning objectives

At the end of this course the participants should be able to:

- Identify the obstacles to the development and the maintenance of good supplier-client relationships;
- Apply concrete means to maintain good relationships with clients;
- Discuss the principles essential for improving client service so as to discover ways of applying the principles within their organization;
- To become familiar with the differences between people and with their preferred ways of knowing such as identified by the Knowledge Accessing Modes Inventory (KAMI);
- Identify the needs and characteristics of their clients;
- Compare the real needs of their clients with the goods and/or services actually offered;
- Develop new services that add to the value to existing services;
- Identify tools that permit to evaluate the quality of services.

## Content

The content of this course can vary in response to the different needs of clients. The course may include:

- The differences between people and with their preferred ways of knowing such as identified by the Knowledge Accessing Modes Inventory (KAMI);
- The principles of good client service;
- The elements of excellent client service;
- The importance of a service vision within an organization and its usefulness in the creation of symbiotic relationships with clients;
- The identification of clients and their specific needs;
- How to bridge the gap between client needs and services now offered when a gap is identified;
- How to evaluate the quality of services offered.

## Course participants and duration

This two day course is normally given to groups of 8 to 12 participants from the same organization. Since different clients' needs vary, we can adapt the schedule, the content and the learning activities so as to respond to specific needs.