

Managing critical client conversations



The financial fact:

A 10% reduction in top line fees will mean a 30% reduction in bottom line profit.

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Managing critical client conversations

A half day workshop designed to help partners and senior professionals to protect profitability during the life cycle of a matter by managing the 'critical client conversation' likely to be required at each stage.

Time	Session content
10 mins	Setting the context <ul style="list-style-type: none">• Presentation from finance team on financial "pressure points"• Outline of case study which has been sent to delegates as pre-work
35 mins	Managing the matter – how do we do it effectively? <ul style="list-style-type: none">• Group completion of diagnostic tool assessing strengths and weaknesses in matter management at the scoping, delivery and closing phases• Plenary discussion
35 mins	Agreeing commercial terms up front <ul style="list-style-type: none">• What challenges do participants face?• What strategies do they use?• Introduction of case study and practicing scoping approaches
15 mins	Break
45 mins	Managing scope creep conversations and the effect on cost <ul style="list-style-type: none">• Situations participants have had to deal with• Approaches currently used• Trying out different influencing styles – proactive vs reactive• Pushing back under pressure whilst maintaining professional integrity and rapport
30 mins	Managing the end of project fee discussion and matter debrief <ul style="list-style-type: none">• Situations participants have had to deal with• Options on alternative approaches to the one taken
10 mins	Action planning <ul style="list-style-type: none">• What are our priority actions?