

# Serving internal clients

Full Day



This is a higher level program that helps staff deliver an outstanding level of service to internal clients or stakeholders. The workshop draws a variety of techniques such as negotiation, questioning techniques, managing change and persuasion. The examples and material would be tailored to your organisation's examples and scenarios.

## Who are your internal clients?

- What are the similarities and differences between internal and external clients?
- What turns an OK level of service into a truly excellent standard?
- Why is it important for your branch or department to be respected internally?
- How to increase your personal credibility by providing expert advice

## Meeting and exceeding customer expectations

- What are the 3 most important things your internal customers want?
- How to set a customer's expectations at a level you can always meet or exceed
- Guidelines for 'promising' things on behalf of other staff in your team

## Advanced communication skills

Before addressing the more difficult situations with clients we review some practical techniques for explaining complicated policies and procedures in plain English

- How to explain policies or procedures from the client's perspective, not yours
- How to combine *verbal*, *visual* and *vocal* communication to add impact to your message
- The most common words and phrases that undermine people's confidence in you
- The "power" words that always make you sound confident
- Simple techniques employed by politicians, negotiators and presenters to help them 'think on their feet' under pressure

## Asking the right questions

- The best questions to identify the real issue without sounding like an interrogator
- How to ask questions to guide and control the conversation

## Helping clients and stakeholders cope with change (Optional module)

Understanding the phases that clients go through when faced with change can greatly improve a person's ability to help other staff accept new ideas, policies or systems.

- The four phases of change: denial, resistance, exploration, commitment
- Practical steps to help people move through the stages and accept innovations



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## Negotiating with colleagues and clients

Participants work through an excellent video case study to learn the essential skills for negotiating workable solutions for difficult problems.

- Preparing:** What are you trying to achieve?  
What is the other party trying to achieve?  
What is the other party's attitude to the issue and you personally?  
What's your fallback position?  
How to prepare contingency plans for 'curve balls'

- Bargaining:** Asking the right questions to clarify issues and any 'hidden' agenda  
What have you got to trade? (time, cost, expertise, support, information etc.)  
How to 'trade' the right issues at the right time  
How to use questions to counter unreasonable requests *e.g. I need the information today...*  
How to stay focused on the problem – not the personalities  
Tips for getting agreement

## Team negotiation case study

The group is broken into small teams. Each team is briefed for a fun negotiation exercise with another team. Participants conduct the negotiation using the skills from the previous sessions.

This is an enjoyable session because it allows participants to put the theory into practice. The team structure reduces the stress on individuals by giving people time to think and observe.



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