



# JDA

Driving Performance, Sustaining Results

## Managing Internal Client Relationships

Building effective business relationships is the key to success. This workshop is for those who serve internal clients and focuses on creating long-lasting client relationships using interpersonal management skills.

Participants are shown how to develop effective client management strategies through: establishing credibility and trust, identifying client needs, presenting solutions, aligning expectations and following up. They will also learn how to incorporate communication skills to support them in accurately uncovering needs, getting clients involved, handling objections and building commitment.

## Learning Objectives

**Upon completion of this training, participants will be able to:**

- Understand how the Consultative Process can be used to create value and build credibility with existing and new internal clients.
- Utilize the skills of questioning and listening to explore new opportunities and requests.
- Identify the key questions to ask clients in order to determine client needs.
- Minimize frustration by considering and getting clear expectations with clients.
- Respond to the challenging questions, issues and concerns that clients raise.
- Build their reputation as competent and trustworthy in the eyes of their clients.

## About Us

Since 1989, JDA has focused on improving the performance of the world's top companies. The company's services span skills-based training, talent management, executive coaching and organizational alignment. Through JDA's expertise and unique "Performance-Sustaining" process, the company creates more than change—it enables long-term shifts in individuals, teams and performance levels.

Working with business leaders such as Deutsche Bank, Morgan Stanley, Kroger, Kraft, UBS and Roche Pharmaceuticals, JDA has enabled measurable, sustainable improvements to performance across many sectors and success metrics including productivity, communication, morale and sales. For more information, please visit: [www.jdainternational.com](http://www.jdainternational.com).