

Meeting Skills

Audience: Anyone

Prerequisites: None

Course Duration: 1 day

Course Level: Intermediate

As part of a busy business lifestyle, we spend a large amount of our time interacting with others, in particular with our customers. Keeping them happy is as critical as understanding their needs and concerns. It is well known that a large amount of time of an office worker is spent in meetings, a large portion of which is dealing with colleagues and customers. As a result it is quite critical for anyone to improve their customer management skills and be able to handle more senior customers as their skills are improved and get better results.

In this course you will be introduced to main aspects of managing customers in meetings. These include subjects such as establishing rapport, handling meetings, negotiating, reading body language and so on. For example, what if your client uses a dominant body position in the meeting room and continuously accuses you of missing deadlines? How should you reply? What if your client does not deliver on his promises and doesn't understand the impact of his negligence on your team. How do you get him to correct his behaviour, without making him feel embarrassed? Many similar situations such as these are explored in detail in the course. In this course you will learn:

- Effective interactions with customers in the meeting
- What to say, how to say it and the way to present yourself
- Handling aggressive customers in the meeting
- Greeting customers and creating rapport
- Read and understand your customer's body language
- Use effective body language gestures to get maximum results from your meetings
- Manage efficient meetings with customers or co workers
- Preparations, running and finalising meetings
- Effective listening skills and questioning methods
- Reaching a fair deal with a customer
- Maximising long term profits in repeated negotiation in the meeting
- Negotiation strategies
- Reducing tension during meetings

By the end of this course, participants will be able to:

- Build **strong relationships** with your clients
- Read **body language** and use it to your advantage
- Lead and participate in **efficient meetings** to get maximum results
- Ask specific types of **questions** to obtain more information
- **Negotiate** effectively and make "fair" deals
- Participate in many **educational and entertaining exercises** to learn the skills quickly