

# CONTINUOUS IMPROVEMENT COURSE

“Excellent firms don't believe in excellence - only in constant improvement and constant change.”  
Tom Peters



## OVERVIEW

This course provides participants with tools and strategies for managing and enhancing interaction in meetings with clients to review ongoing work.

Client meetings must be focused on clear objectives that you wish to obtain. They should not be just a matter of “keeping in touch” with your client. This means you must prepare thoroughly and write a clear but concise plan.

During the meeting the discussion should be managed professionally. The meeting must be customer focused. You must use careful listening and interactive skills to identify and clarify opportunities, issues and painful problems that the client may face. This program takes a practical approach to developing and enhancing client meetings that are effective and achieve desired outcomes for you, your client and your organisation.

## WHO IS THIS COURSE SUITABLE FOR?

This course is suitable for managers and others responsible for managing ongoing client interactions regarding service or product delivery.

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## COURSE CONTENT

SESSION	KEY LEARNING CONTENT
<b>Prepare for the client meeting</b>	<ul style="list-style-type: none"><li>- The value of effective client review meetings</li><li>- Identify the specific opportunities that you intend the meeting should identify</li><li>- Set clear goals and outcomes for the meeting: what would you ideally like to achieve as a maximum desirable outcome and what is the minimum acceptable outcome from the meeting?</li><li>- Schedule the meeting and discuss key items with client by phone or email so they can prepare</li><li>- Develop the meeting agenda planning your key steps and significant questions you may ask</li><li>- Prepare documentation and/or visual aids required for the meeting and to be sent out before the meeting</li></ul>
<b>Run the meeting effectively</b>	<ul style="list-style-type: none"><li>- Review the significant business benefit and key issues</li><li>- Use carefully chosen questions to probe and invite input</li><li>- Be prepared to stay silent when appropriate</li><li>- Keep the meeting on track and on schedule</li><li>- Seek a win-win outcome as you negotiate and identify shared responsibilities</li><li>- Summarise with the client the outcomes and action to be taken</li><li>- Record results and action outcomes and schedule</li></ul>
<b>Follow up the meeting to optimise results</b>	<ul style="list-style-type: none"><li>- Send client written confirmation of agreement and follow up</li><li>- Take follow up action as promised and keep client informed of progress</li></ul>

## HOW THIS COURSE DRIVES RESULTS

- Professional and organised approach to client meetings
- Focus on improving business results

## STANDARD DURATION

- 1 day In house course (short course or module in a training program) or
- 3 session coaching program

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## CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.



FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

## MORE INFORMATION

Reading an overview is often not enough to make a decision about whether that course or program is suitable for you, your team or organisation. Please contact us to discuss your specific challenges, development needs and strategic initiatives. We can advise you on suitable learning and development solutions, even if it includes courses, programs or services not included in our catalogue.

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## ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics. We work with people across a range of levels of experience and seniority including:

- Managers and leaders
- Frontline managers
- Team leaders and supervisors
- New managers
- New supervisors and team leaders
- Teams and team members

## ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

Phone: +61 2 9660 0199

Email: [fmi@fmi-au.com](mailto:fmi@fmi-au.com)



### Continuous Improvement Short Course

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