

Client Communication Presentation

by

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What is communication



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Ways we communicate

Businesses that use a one-way stream of information to communicate with their customers are missing out on a key...

Methods of Communication

Non verbal

- Being proactive (Give Client info without them asking, that shows you care)
- Always be aware of tone of your voice
- Be attentive to detail
- Be aware of your body language

Methods of communication

Verbal

- Face to face
- Email
- Telephone and
- SMS and Wechat

Ways to effectively communicate

ALWAYS REMEMBER

You have to know your client well enough to know which method best suits them.

Ways to effectively communicate

- Be attentive by asking questions
- Repeating what client has said to confirm what they want
- Look client in the eye
- Look and speak professionally

Ways to effectively communicate

- Always check what you have written before sending anything to a client
- Always provide clients with facts
- Always leave communication line open so the client knows they can still contact you if they need anything further

Strategies For Successful Relations With Clients

- **Know your role:** The Client knows what they want you know what they need
- **Listen for what isn't there:** Always seek to find out more information from your client
- **Do what you said you were going to do:** Always stick to your word

Strategies For Successful Relations With Clients

- **Dedicate time and be patient**
- **Be present:** Minimising the possibility of distraction and staying completely present with a client will show your commitment to supporting them
- **Focus on the positive:** Always be the positive energy in the situation

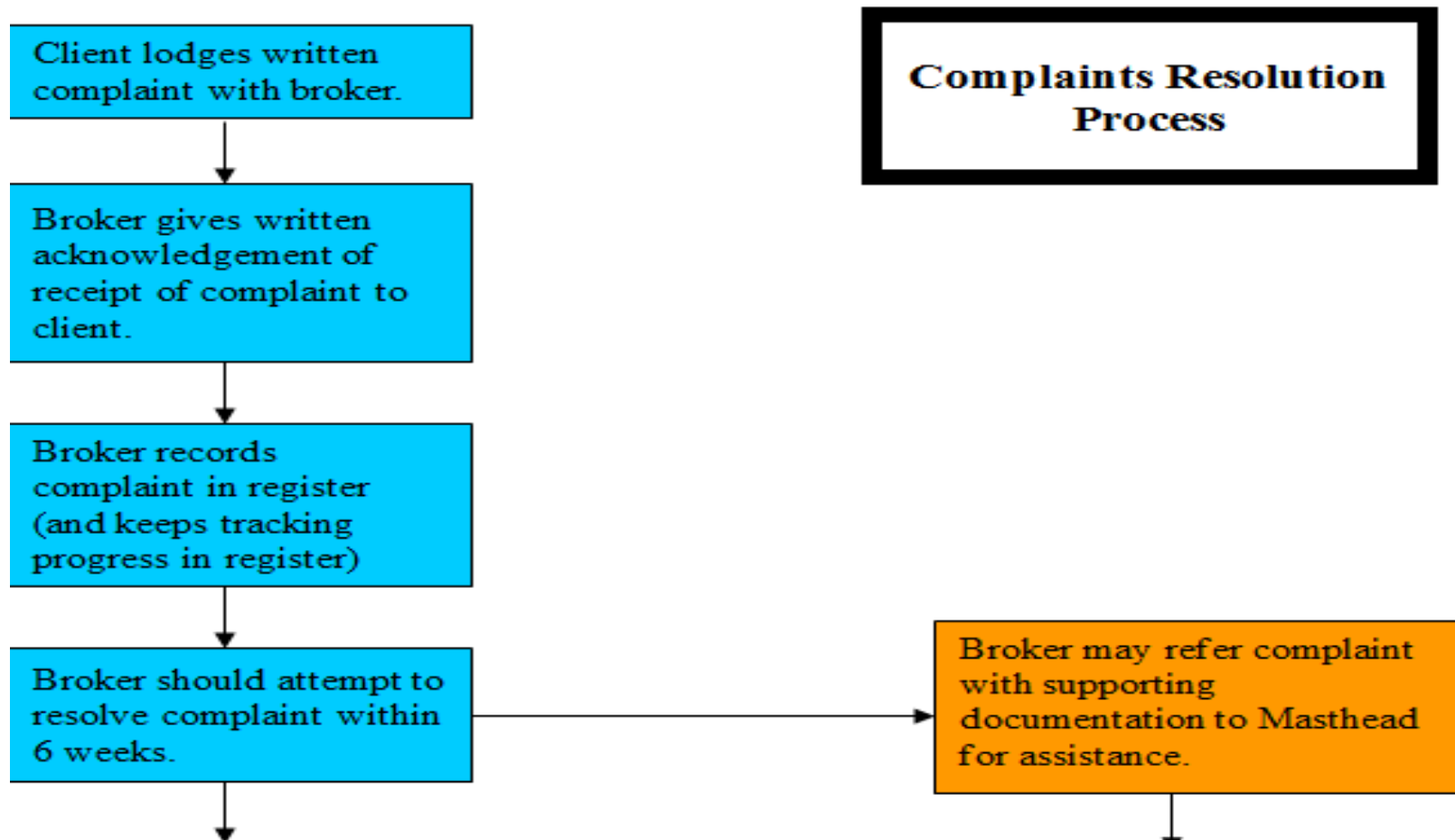
How to Communicate Bad News Professionally

- **Know your subject well:** Have your Facts and back round
- **Give the appearance of being intellectual:** Read and understand our products and the market.

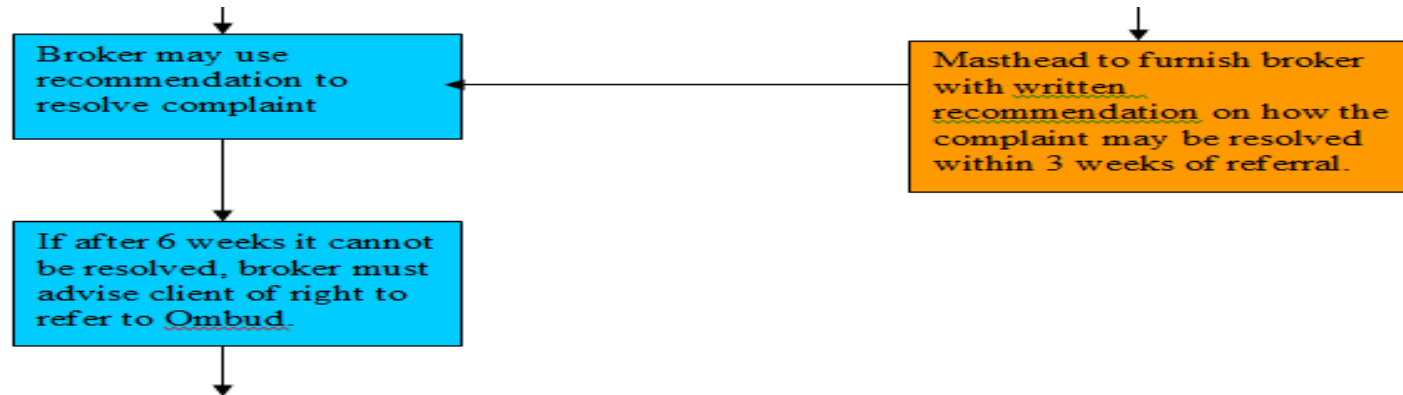
How to Communicate Bad News Professionally

- **List every good thing that was done:** Inform Client of the effort and steps you took. So its important that you have done your part of the deal in terms of providing a service and provide information
- **Avoid excuses:** The client has to see you as a person of integrity.

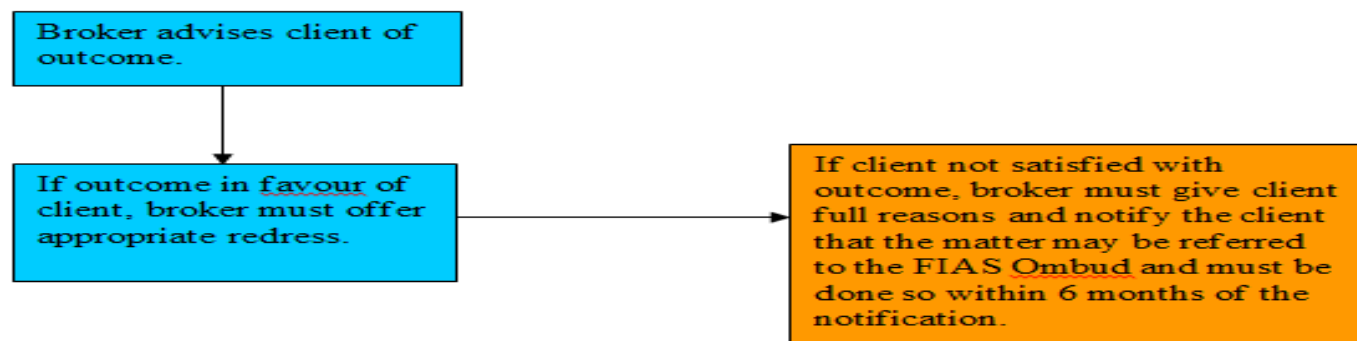
Complaints Resolution Process

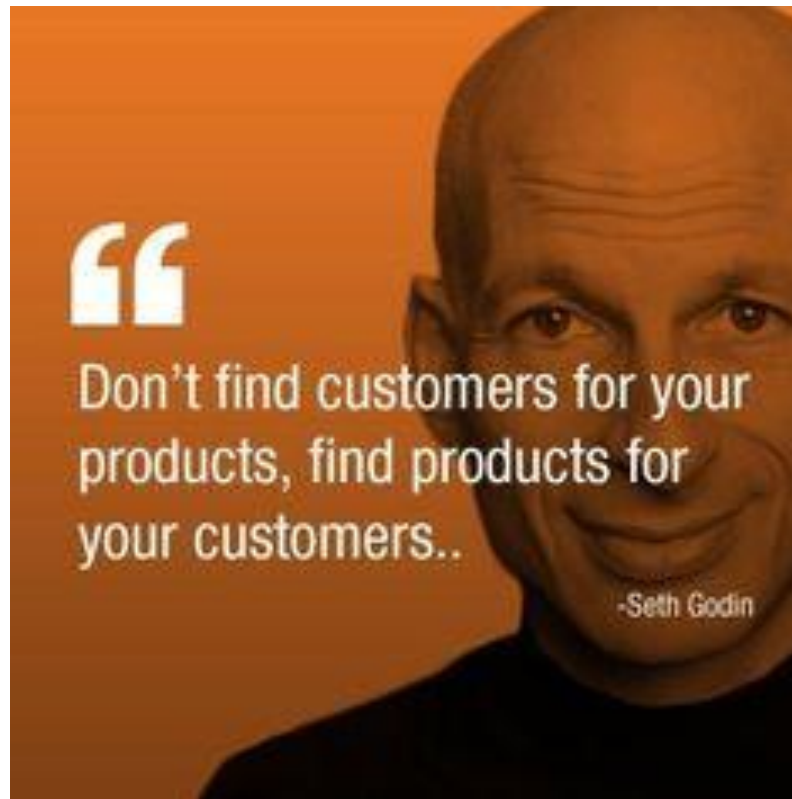


Complaints Resolution Process



- 3 -





Questions

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