

# Course Outline

“think  
learn?  
succeed”

“smart training for clever people”

## Handling Multiple Clients

1 Day

Do you need better ways to juggle the competing demands of your clients? Would you like to gain control of your time and priorities? Then this course is for you. Master six techniques for getting your work on track. Control your workflow with a simple time management tool. Manage client behaviour by documenting your work processes. Negotiate reasonable timeframes for task completion. Set limits and boundaries in response to client requests. Then solve the real problems that crop up in your workplace, during an interactive Q and A session.

### What you'll learn to do in this course

- Take control of your workload and priorities
- Get clients to buy into your service standards or processes
- Negotiate timelines for tasks
- Set boundaries assertively
- Find solutions to real workplace problems

### Topics you'll cover

- Juggling your clients' demands
- Optimising your time
- Communicating the boundaries of your service
- Negotiating timeframes with your clients
- Setting boundaries and limits on your service
- Finding ways to move forward

### What others have said about the course...

**'Very informative, very detailed with lots of information to learn and implement'**

Sam. SE Timber 2015

**'Very clear, well run, encouraged active engagement within the group'**

Ben. Smart Design Studio 2015

**'Very good. A great perspective into something that I've previously had little to do with or knowledge of'**

Jooli. Woollahra Council 2013

**'Excellent speaker and course. Broke it down so it was easily understood'**

Sonya. Heart Foundation 2013



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at [www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)