



## *Cultivating Existing Clients & Increasing Business Opportunities*

Maintaining relationships with existing clients is critical to business success. This program offers specific tips to insure that current clients are satisfied with your services and will think about referring you new business.

This interactive workshop will provide participants with:

- ⊙ Skills to **communicate effectively** with clients
- ⊙ Specific steps for building client rapport and **trust**
- ⊙ How to obtain valuable client **feedback** by asking good questions
- ⊙ Most **common complaints** clients have about their lawyers
- ⊙ A plan **to get more business** from existing clients
- ⊙ **Ten tips** for maintaining client relationships



Over the past eleven years, Eva Wisnik has worked with over 70 of the AmLaw 100 firms nationwide and conducted nearly 600 training programs.