



# CLIENT RELATIONSHIPS AND BUSINESS COMMUNICATION MASTERCLASS

## OBJECTIVES

**This series of coaching is designed to improve confidence in communication and client relationships which can include pitching, networking, public speaking and follow up. By developing processes and practicing applied skills, the client relationship will improve resulting in increased trust and effective problem-solving ultimately leading to an increase in new leads and client conversion.**

This coaching series is applied and practical. The client will be able to take in the tailored lessons in bite-sized pieces, apply them to real-work situations and gain feedback through reflection. This approach ensures a focus on meeting goals while also responding to the blindspots and information gaps unique to each individual.

The key learning objectives for this coaching series are:

- Identify and eliminate limiting beliefs that undermine confidence such as perfectionism and over-reliance on external validation
- Establish systems and KPIs that can help monitor progress and demonstrate progressive growth and 'getting it right'
- Prepare scripting and processes to prepare for a pitch for a specific purpose
- Develop communication skills and strategies
- Implement stress-relief strategies to help manage nerves prior to communication opportunities
- Create and utilise a method to reflect on communication to celebrate progress and identify opportunities to improve
- Set specific goals in preparation for communication opportunities and reflect on these afterward.

Typically, the series consists of 8-12 sessions (over 3 months). The initial session is 2-hours and involves setting goals for the program. Each subsequent session is 60 minutes plus a written coaching summary.

Contact Hannah at [hfitzgibbon.nz@gmail.com](mailto:hfitzgibbon.nz@gmail.com) or by calling 0279780972 to discuss a workshop.