

Our Program: The benefits of a client team program can deliver more than revenue increases and stronger client relationships. In fact, a properly developed program should also decrease the cost of business acquisitions, build client loyalty and trust, and employ superior service strategies that are recognized as a competitive advantage for your firm. Our team of former BigLaw and Accounting Big 4 executives has experienced the evolution of client teams within the professional services industry over the past 30 years and we understand the challenges, have seen the issues, and can help focus your resources most efficiently to establish a successful client team.

Deliverables

Upon completion of our program, your client team will have:

- Useful metrics for defining goals, developing strategies and assessing their progress
- Useful tools for better communication, collaboration and business development
- Proven methods for getting and acting on critical client feedback
- Proven strategies for aligning the firm's direction with its clients' wants and needs
- Action agendas in writing that provide step-by-step guides to success

Benefits

- Accelerated revenue growth
- Lower costs and better ROI per business development activity
- Broader, deeper client relationships with more loyalty and resilience
- More focus on your most important and highest potential clients
- Elimination of frivolous or low ROI activities and wasted time
- More revenue through better communication and collaboration within the firm and with the firm's clients and prospective clients

How we do it

- Assess of the current strengths and needs of the firm's client teams
- Benchmark against Strategic Account Management best practices
- Align the activities of the client teams with the firm's goals while optimizing focus, strategy and execution, as well as communication and collaboration
- Train team leaders and team members so they can continuously improve on communication, collaboration, focus, strategy, and execution
- Institute a step-by-step program to achieve goals for revenue and efficiency

Length of Program/Engagement

Generally, 4 to 12 months, depending on the number of teams and budgetary parameters

For more information, please call 978-526-8316 or email us at kgendron@lawvisiongroup.com