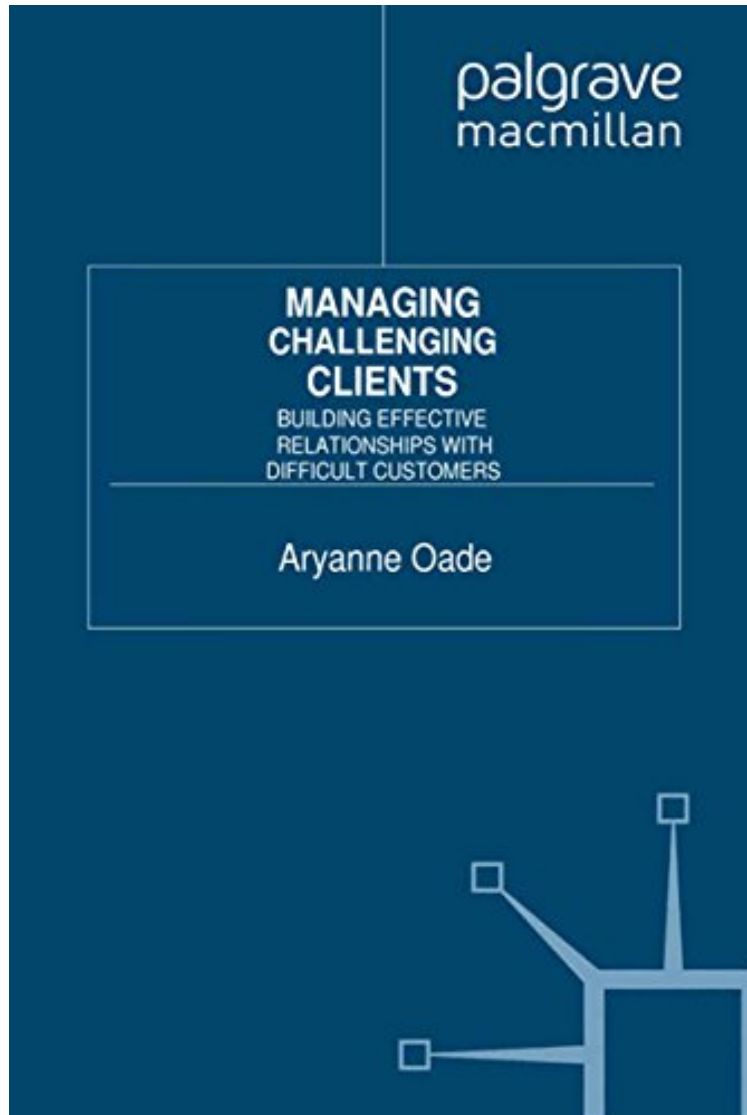


Managing Challenging Clients: Building Effective Relationships with Difficult Customers

A. Oade

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A. Oade : Managing Challenging Clients: Building Effective Relationships with Difficult Customers before purchasing it in order to gauge whether or not it would be worth my time, and all praised Managing Challenging Clients: Building Effective Relationships with Difficult Customers:

1 of 1 people found the following review helpful. A great book to have on your shelf By Wendy Buckingham Aryanne's writing style is easy and informal and the book is really well printed. I found the subject matter quite engrossing and if you coach executives and employees or are working with small business clients it could prove an invaluable reference

book. It's about building effective relationships with challenging or difficult customers and the strategies and exercises she includes would be really useful to pass on to clients who are having challenges in this area. Aryanne also provides many really specific, detailed and useful case studies of challenging client or customer situations. She perfectly illustrates how they may have been badly handled and demonstrates a better way of dealing with them.

Do you need to deliver an effective service to challenging and unreasonable internal or external clients? Do you worry that you'll lose business or take a reputational hit if you don't do so well enough? This book introduces a valuable set of tools through which to build, maintain and manage your client-facing relationships.

'This stimulating and readable book challenges Aryanne's readers to accept responsibility for handling difficult client relationships at work, and offers practical solutions to assist them to take control of situations that are tough to resolve. Aryanne's central and compelling proposition is that each internal or external supplier must be accountable for finding solutions and building long-term, productive relationships with their clients even when faced with seemingly unreasonable behaviours and demands from them. Her approach is to work through a number of scenarios to set the scene around different types of problem, and then to suggest ways to apply the learning to the reader's own environment. This is a practical book which acts as a guide to handling challenging customer relationships. I found the book both thought provoking and highly engaging.' - Wendy Cartwright, Director of HR, Olympic Delivery Authority, London 2012

'Aryanne Oade's new book addresses the important issue of creating and maintaining effective customer relationships extremely well. Those of us who supply expertise to clients know that the process depends on an effective and mutually respectful relationship but also that such a rapport is not always easy to achieve. Clearly based on much research and extensive practical experience, her insights into the rights, responsibilities and roles of both sides make this book essential reading for anyone who works with clients in any context.' - Professor Brian D Smith, Adjunct Professor SDA Bocconi and Managing Consultant, Pragmedic

'This is a fitting conclusion to the quintet of linked books by Chartered Psychologist Aryanne Oade designed to help practitioners and people at work with challenging workplace dynamics. The book draws together an unusually powerful combination of coaching insight and practical understanding of relationship management, organizational behaviour and interpersonal dynamics. It demonstrates a rare capacity to get inside the process of a supplier-customer interaction to pinpoint the elephant traps, banana skins and other lurking dangers waiting to derail the unwary. The structure is clear, helpful and designed with the reader in mind. The author's strongly held principles give the advice in this book a coherent message and feel. Aryanne maintains that it is always the supplier's responsibility to fix the problem, no matter how unreasonable the client. She identifies generic tensions, and political and personal frustrations, that commonly arise between suppliers and clients, and provides distinctive solutions to each one in a series of realistic and very human case studies and illustrations. Anxieties about trust, reputational risk and control are common sources of difficulty in supplier-client relationships and Aryanne gives a wealth of practical examples about how to defuse potentially explosive situations and re-balance relationships which have gone off centre. This book should be a vade mecum for all account managers, internal and external consultants, freelancers, subcontractors and professionals. I plan to recommend it for our students studying Leadership and Consultancy and Small Business Development because it is exactly what they need.' - Barry Curnow, Head of Human Resources and Organizational Behaviour Department, The University of Greenwich Business School; Past President CIPD and IMC, former Chair ICMCI

Aryanne Oade's book is full of expertise, psychological depth and acute insights that will help you build rewarding and sustainable business relationships with even the most demanding, talented and toxic clients in the world. She helped me do it! Aryanne brilliantly investigates how to stay safe, sane and succeed in handling a variety of challenging clients and problem scenarios to achieve lasting results. Clear, intelligent and practical - with sections where you can apply your learning to your own life and clients - this is a grown up, joined up and highly enjoyable book that will save you a whole world of grief and help you succeed. I found it pays off immediately. Giles Ford, Co-Founder Alchemical Arts Consulting; former Global Head of Learning and Change, Deutsche Bank

About the Author Aryanne Oade is a Chartered Psychologist and the owner of an established and successful coaching and development business. Aryanne regularly works with clients on the complex interpersonal issues surrounding working with and managing challenging clients. Since 1994 she has designed and delivered over 150 bespoke executive coaching programmes and over 110 tailored professional skills workshops for managers and leaders across the UK, Europe and North America. Many of these programmes have involved working with clients on client management, client handling and customer service issues. Aryanne has appeared on C4 speaking about customer complaints handling; has given an address on 'Creativity in Business' at the British Association for the Advancement of Science and has appeared on Radio 4 speaking on the same topic. Aryanne has spoken at both the Leeds and York Institute of Directors Breakfast Meetings on 'Politics, Power and Profit'; and once at the British Psychological Society's Annual Conference on 'Stress Levels among South Yorkshire Probation Officers'. She is a member of the British Psychological Society's Special Group in Coaching Psychology and holds general membership at the Division of Occupational Psychology. She is also a Member of the Association for Coaching. Aryanne lives on a

non-commercial farm in Yorkshire from where she runs her business.