

The logo for GRAHAM, featuring the word "GRAHAM" in a bold, dark green, sans-serif font, followed by a thick, slanted green bar.

Civils' Developing Leadership Excellence

Module 2– Leading & Managing Externally



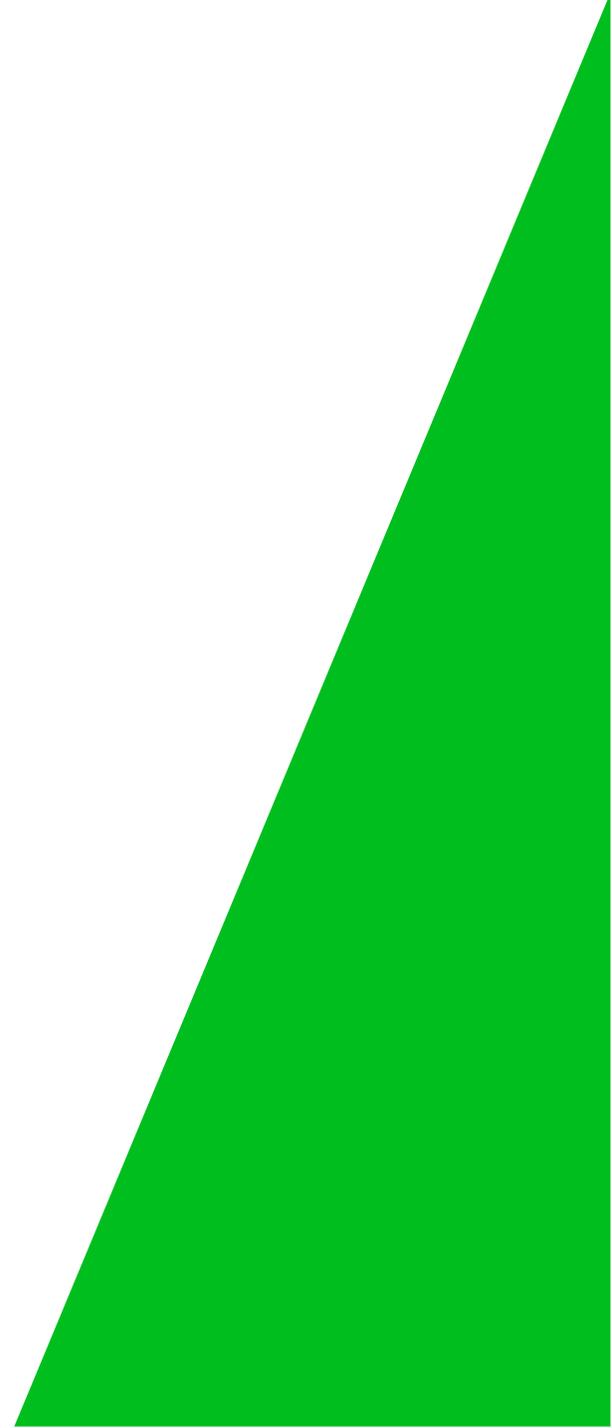
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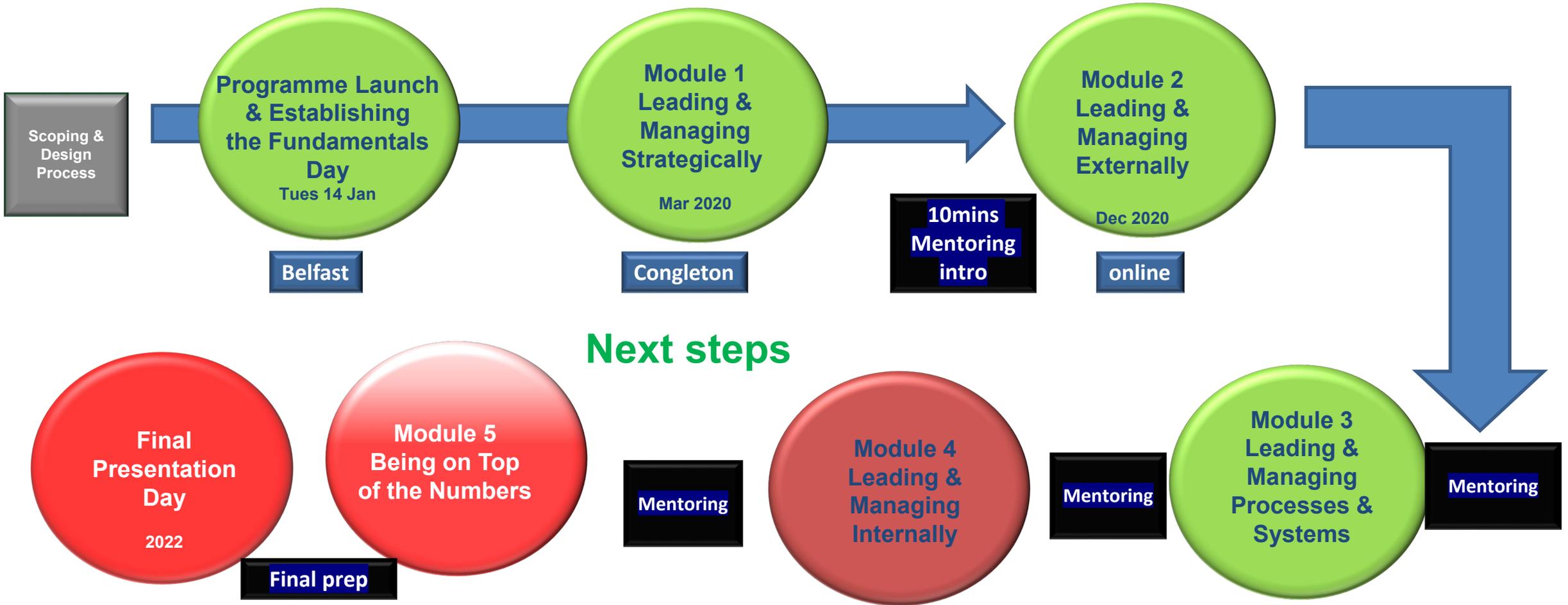
Building Business Improvement

Welcome and introductions

Why are we here?



Developing Leadership Excellence



Leading & Managing Externally

Time	Item	Location	Comments
10.00	Introductions & Objectives		
10.15	Actions last module		Each Feedback on 2 activities
10:30	Client Management		
12:30	Lunch		
1.15	Client Excellence Pathway		
2.45	Site Tour	Virtual	Drone Footage
3.30	Coaching update and any new areas identified		Coaching updates
4.00	Wrap up and review		
4.30	Finish		

Excellent Client Management...

How does your Project customer experience echo your own?

Excellent Client Management...

Top-Three Things Guaranteed to Infuriate a Client

Top-Three Things Guaranteed to Make the Relationship Harder?

Top-Three Time Wasters When it Comes to Relationship Management?

Excellent Client Management...

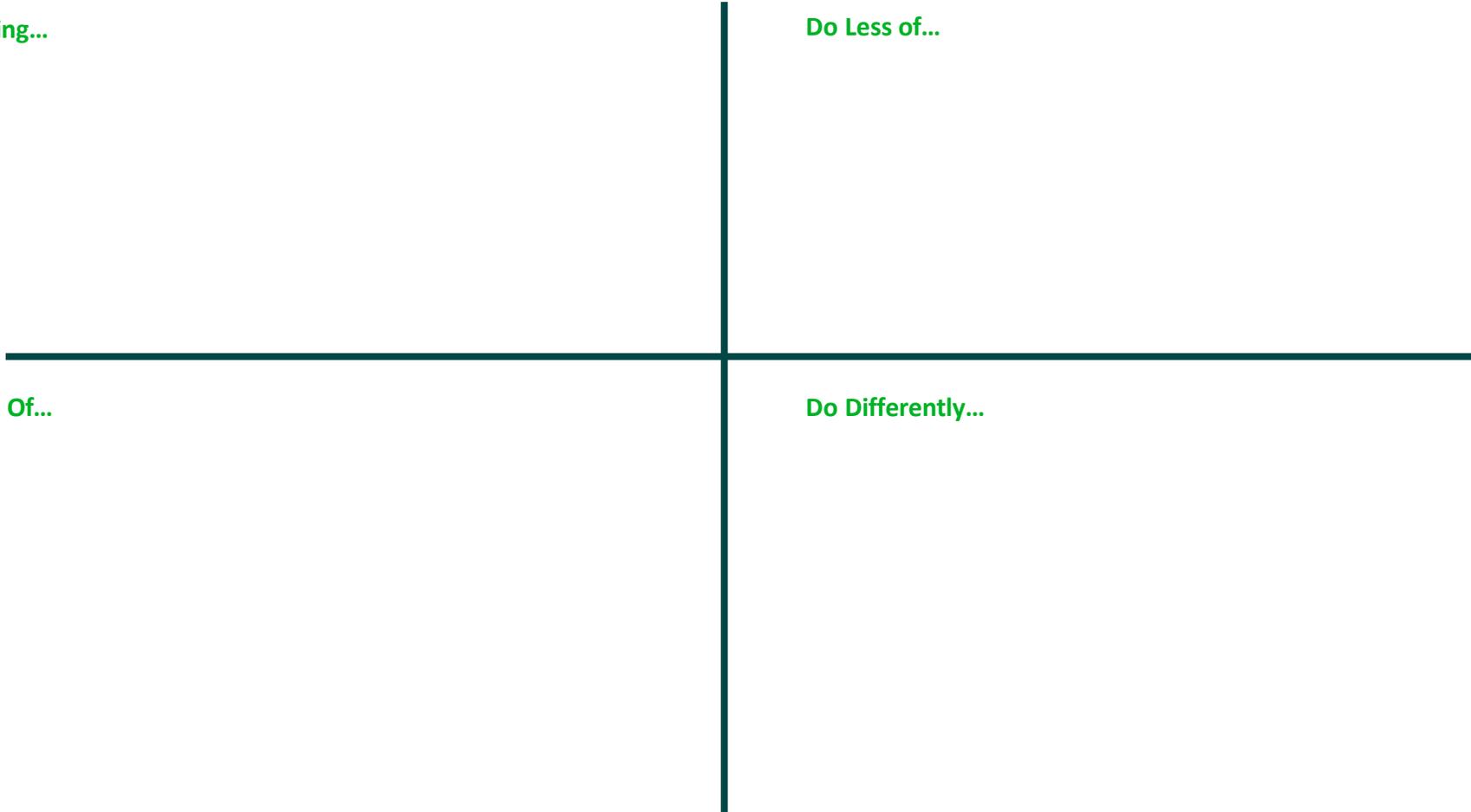
When we are in a Senior Manager role – what would we like to think we would do? (Keep Doing / Do More Of / Do Less Of / Do Differently?)

Keep Doing...

Do Less of...

Do More Of...

Do Differently...



Excellent Client Management...

Top-Ten Client Management Tips for Senior Managers...

1. **Manage expectations on cost**
2. **Build rapport early & keep building it!**
3. **Be present & Communicate (effectively & the right amount)**
4. **Be open, honest & transparent**
5. **Deliver & do what we say we are going to do (always follow up)**
6. **Know when to say no**
7. **Know & respond to client drivers**
8. **Be professional**
9. **Celebrate & advertise successes**
10. **Provide expert advice**

Module Two Improvement project...

Client Excellence Pathway...

Forward Momentum

Create a Client Excellence programme...

- ✓ Key Clients identified
- ✓ Key Target Clients identified
- ✓ Clear (& shared) Market Intel on Clients
- ✓ Clear measure of Client Satisfaction
- ✓ A Client Excellence Framework (that describes what 'excellent' looks like)
- ✓ Key client meetings & touchpoints identified
- ✓ A Simple, SMART, documented Client Standard that is used & referred to throughout the business



Module Two Improvement project...

Client Excellence Pathway...

For
GROUP MEMBERS
see next slide

Client 'touchpoints'

1. Proactive Business Development

2. Pre-Tender

3. During Tender

4. Post-Tender

5. Procurement

6. Pre-Mobilisation

7. Mobilisation

8. First Days of Delivery

9. First Weeks of Delivery

10. Every Week / Month during Delivery

11. In advance of each new phase

12. Closing out each phase

13. Project sign-off

14. Exiting



Items 1-6 = Pre-Con **GROUP ONE**



Items 7-12 Construction **GROUP TWO**



Items 13-14 Exit / Handover & Beyond **GROUP THREE**

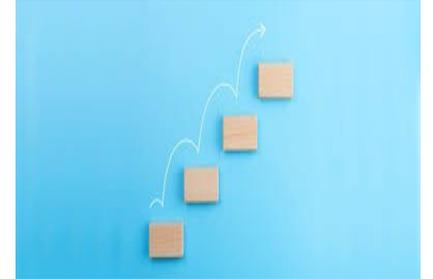
Next Steps...

- ✓ **Strategic Working Party activity required between now & when we next meet**

Group One

Group Two

Group Three



- ? **When & how are you going to meet in your SWPs?**

Groups to meet twice before the next Action Learning Day (date still to be decided)

Virtual Site Tour

Project in progress.



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Coaching & Key Learning

Coaching next steps



Wrap-up & Close



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