

Client Talk

Where strategy meets people

Partnering on client listening

CHALLENGE

Montagu Evans is a property consultancy run by a team of partners. The firm is passionate about constant improvement and client feedback is a big part of that. Montagu Evans gather feedback from key clients and referrers annually and what they hear gets actioned and then also informs strategic decision making.

After 4 years of gathering feedback there were some themes that were running across the years and the Managing Partner was keen to address what the firm was hearing in the first in-person partner conference post Covid.

WHAT WE DID

Having been heavily involved in the annual review process, Client Talk was well placed to help support with delivery of the programme for the partner conference. We wanted to make sure that partners were informed about what was being heard, but also that they were equipped with knowledge to do more listening themselves. We wanted them to think about how these conversations with clients might shape their and the firm's future.

AT A GLANCE

- Client Listening
- Pitch de-briefs
- Bringing learning to partnership conference
- Driving action



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We ran a session on feedback and on the importance of joining the dots, starting with internal conversations. We shared some insight on active listening.

We used team coaching tools and techniques, including Lego Serious Play, to run further workshops focused on leadership in a professional services firm and ambitions for the future.

RESULTS

The annual client feedback programme has been central to shaping the firm's forward-looking strategy. Continuous improvement has meant that the firm's NPS has improved year-on-year. The partner conference was an opportunity to reconvene after Covid, and the workshops helped to cement the importance of listening to clients, collaboration and leading with empathy and understanding.



I am very pleased to have Client Talk retained as our client listening and feedback provider. The service is professional, well thought through, quick turnaround, and provides valuable data for our business. completely tailored to us.

I've used a variety of providers but Client Talk is, by far, one of the best I've worked with, and will continue to not only use their service but recommend to our clients..

Yasemin Baird,
Marketing Director