

Client Talk

Where strategy meets people

Delivering a training and coaching programme for leading property consultancy

CHALLENGE

TFT Consultants are an independent property consultancy with offices located across the UK. The firm is focused on developing its professionals at all levels and understands the importance of constant training and development. The firm approached us to launch a presentation skills programme that would not only increase confidence in professionals, but which would create a buzz and generate interest beyond those who participated.

WHAT WE DID

Client Talk developed a programme of training and coaching which could be delivered to an initial cohort of professionals. The programme included training delivered by behaviorists and actors. After an initial kick-off session, we devised a learning journey that spanned several months and which focused on developing skills and harnessing peer support. This was key to success. Informal peer coaching is something that is readily accessible within firms and we wanted to give participants the skills to tap into this free resource at every opportunity.

RESULTS

Participants completed a series of challenges at the end of the programme, delivering presentations both internally and to clients. The confidence that participants had to present grew over the course of their journey with us. These results were seen by others outside the cohort.

AT A GLANCE

- Engaging senior professionals
- Behavioural Change
- Developing skills & harnessing peer support
- Increased team confidence



An overall success! Client Talk's speaker programme improved the skills and confidence of all attendees, driving wider service line representation and diversity at our client webinar series.

Paul Skennerton

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