

Tips on client interaction

Tips on client interaction

How to deal with people who don't know what they want but are still always right

Asking questions

Asking questions

More

Asking questions

More

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Asking questions

More

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MORE

Asking questions

More

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MORE

Please *don't stop*

Get to know what they want

DON'T

DO

Get to know what they want

DON'T

"Is this OK?"

DO

Get to know what they want

DON'T

“Is this OK?”

DO

“Is this what you’re looking for?”

Get to know what they want

DON'T

“Is this OK?”

“Do you like it?”

DO

“Is this what you’re looking for?”

Get to know what they want

DON'T

“Is this OK?”

“Do you like it?”

DO

“Is this what you’re looking for?”

“How can we improve this?”

Get to know what they want

DON'T

“Is this OK?”

“Do you like it?”

“Do you want us to change something?”

DO

“Is this what you’re looking for?”

“How can we improve this?”

Get to know what they want

DON'T

“Is this OK?”

“Do you like it?”

“Do you want us to change something?”

DO

“Is this what you’re looking for?”

“How can we improve this?”

“What aspects are you still unsure about?”

Listen more than you explain

Ask more than you tell

Preparation is key