

PASSION, EYE LEVEL, HONESTY

HOW OUR SENIOR CONSULTANTS WIN THE TRUST OF THEIR CLIENTS

FABIAN KIRSCH



Passion that goes beyond the actual project. Joining forces builds bonds and provides a trusting basis for future relationships. The greatest praise is when a customer says about us: "I can always call them, I can rely on them".

JULIA KAINZ



As colleagues, we talk to our customers at eye level right from the start. We can and should also address unpleasant issues. Instead of simply implementing feedback, we bring in our own perspectives and discuss the best possible approaches with the customer.

SVEN HAAG



In a good relationship, customers and consultants can also argue constructively without running the risk of damaging one another or oneself. A good relationship is created if we succeed in making the customer look over his horizon.

CHRISTIAN SEVERIN



Ask the customer the following question at the beginning: If you rate our cooperation as very good at the end of the project: What do we as consultants have to have achieved? And reflect this answer to the customer in the course of the project, again and again.

JUDITH KENNECKE



For me, a successful customer relationship means working together with the customer in and on the system. On the one hand, I try to "walk in his shoes" and, on the other hand, I try to continuously implement feedback together with him in order to improve the system in which my customer works. For me, this mixture is the basis for a trusting and profitable cooperation.