



THE GLOUCESTERSHIRE BUSINESS SHOW

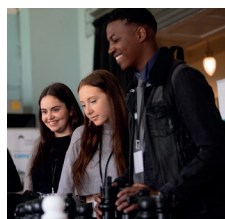
Gloucestershire's Festival of Business & Innovation

#GBS20

LIVEtalk

Receiving Client Feedback – opportunities for development and growth

Thursday 11th June, 10:30am



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Cheltenham Town Hall, Imperial Square, Cheltenham, GL50 1QA

In association with

nettl
of Gloucester & Cheltenham



Thursday 11th June 10:30am

Receiving Client Feedback – opportunities for development and growth

We explore why collecting client feedback both internally and externally is key for business development and growth. We see our business, services and products from our own unique point of view, our clients both internally and externally have a very different view. In order to develop and grow as a business, understanding our client's perspective is vital, particularly in the area of suggested improvements. The more we understand alternative views, the more information we have at our hands to enable us to grow our business. We will discuss the mindset behind this and offer suggestions about how to go out and collect this information on both a small scale and a large scale. Bring your questions and suggestions!



Vicky Henderson

With over 20 years' experience in a variety of industries, spanning several continents; in SME, hospitality, training and teaching, sports coaching and self-employment, Vicky is passionate about working with leaders and teams to make the workplace a supportive, understanding, productive and most of all rewarding

place to be. Since founding Ascend Performance Coaching in 2017 Vicky has worked with a growing portfolio of clients including: self-funded employees, sole traders, directors and senior management in SME's and teams at a major London University.

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