

# Conversational Fact Find

AQ103FF



## About The Workshop

This workshop gives you the tools necessary in conducting a Fact Find meeting in a natural conversational manner. Many Advisers often 'stumble' when it comes to completing the Fact Find in a conversational manner in which the client is engaged throughout the process. You will gain an understanding of this complicated and often lengthy document within the context of the financial planning process. And learn to eat the 'elephant' one bite at a time! And in a manner that builds client relationships and trust. This 1-day workshop assists you to confidently move through the fact find document in a manner that is conversational and client focused and builds trust and a deeper relationship with the client, from the start through to the authority to proceed. This Workshop provides you with tools that will allow you to complete the fact Find document in a systematic manner to build on the required client information necessary to devise a tailored, quality Statement of Advice.

## Modules Covered

- AQ101FF-Deconstructing the Fact Find
- AQ103FF-Conversational Fact Find
- AQ104FF-Designing Client Actions
- AQ105FF-Formalising the Relationship

## RG146 Compliance

This module fulfils ASIC's RG146 'Skills Requirements'-Identify Client Objectives, needs and financial situation.

## On Successful Completion

You will be able to demonstrate that you can complete the fact find process in a conversational compliant manner that assists in building client relationship and trust in the financial planning process. You will be able to demonstrate that you can engage the client and build trust in the fact find process.

## Topics Covered

- AQ101FF-Deconstructing the Fact Find -Unpacking and understanding the fact find and its many segments
- AQ103FF-Conversational Fact Find- The process and questioning sequence for completing the fact find in a conversational manner using client's goals & objectives
- AQ104FF-Designing Client Actions-Explaining the next steps in the financial planning process
- AQ105FF-Formalising the Relationship- Getting the authority to proceed

## Materials Provided

Comprehensive participants guide and notes

## Workshop Skills Practice

Completing a Fact Find document

Total Skills Practice duration: 60 minutes

## Pre-requisites

AQ102FF-Exploring Client's Goal's & Objectives

## Assessment

Post Workshop Assessment: Participants will demonstrate that they can confidently complete a full fact find. They will receive verbal & written feedback from their coach and be deemed competent or not yet competent based on the results.

## Who is this workshop for?

- Individuals looking to enter the industry in a financial planning role
- Advisers wanting to excel in their client facing and client engagement skills and to improve their conversion rates
- Advisers currently completing their DFS or ADFS who want to gain the 'skills' that will help complement the technical studies undertaken in their diploma
- BDM's and financial planning managers who coach and train advisers on a daily basis

**Duration:** 1 day

## CPD Points

CPD points application in progress. Points may be awarded to this module late 2009.

**Location:** Sydney/ Melbourne

## Your Investment:

**\$450 (inclusive of GST)**



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