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Adviser Evolve™ Program - LEVEL 3: EXCEL

The Review Process & Maintaining Client Relationships

AQ101REL
AQ102REL

About The Workshop

The review of a client's financial strategy is one of the most important parts of the financial planning process and is absolutely necessary not just from a compliance point of view but to assist the client to remain on track for achieving their personal and financial goals and objectives. This workshop will assist you to feel confident in conducting a review and to go beyond investment advice and portfolio rebalancing and review the client holistically considering their goals and objectives. This workshop is ideal if you want the 'how to' in conducting regular reviews of the client's situation in a holistic manner that builds on the relationship. You will have a process to follow to ensure that you meet your compliance requirements and ensure that the client relationship is cultivated and client/adviser trust continues to grow. We will also show you ways in which you can build on your client relationships between reviews, by following a process that follows 'high-touch' financial planning (AQ102REL).

Modules Covered

AQ101REL-The Review Process: Ongoing relationship and building Trust

AQ102REL-High Touch Financial Planning: Maintaining the relationship

RG146 Compliance

This module fulfils ASIC's RG146 'Skills Requirements'- Provide Ongoing Service

Pre-requisites

AQ102FF-Exploring Client's Goal's & Objectives

On Successful Completion

You will be able to explain the review process, identify areas that need addressing in the client's situation and be able to discuss new solutions to provide the client with a full review of their situation. You will be able to demonstrate that you can complete the review process utilising qualitative and quantitative data gathered from the client, in a personal, conversational manner that deepens the client relationship.

Topics Covered

- Why reviews are important
- Where to position the discussion about the importance of reviews in the financial planning process
- The review process unpacked
- The review conversation unpacked
- Adding value in client reviews
- Tools & Strategies for maintaining the client relationship

Materials Provided

Comprehensive participants guide and notes

Workshop Skills Practice

Review process questions to identify any gaps and way forward

Total Skills Practice duration: 60 minutes

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

Assessment

Post Assessment: Participants will demonstrate that they are confident in conducting a review meeting using their coach as a client to 'Review'. They will receive verbal & written feedback from their coach and be deemed competent or not yet competent based on the results.

CPD Points

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

Location: Sydney/ Melbourne

Duration: 1 day

Your Investment:

$450 (inclusive of GST)

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