

## Client Testimonial

“At TelstraClear we recognise that providing the right products at competitive rates is only the first step towards building success with our customers. This ‘product/value’ step may be what provides a customer with initial interest, but does not keep them a customer over the long term.

How our people interact with our clients at **all** the ‘touch-points’ that make up the customer’s experience, does directly relate to the **real** value that the customer feels we provide.

Thanks to the program of Consulting Skills Workshops our people have extended their customer relationship skills and developed a heightened self-awareness of how the customer perceives the value that they can bring to the experience.

The *JHW Consulting Skills Workshops* program has been one of **the** TelstraClear Enterprise and Government management initiatives that has received positive response and enthusiastic endorsement from all participants.”



Mark Willson, Head of Enterprise and Government, TelstraClear Ltd

TelstraClear Ltd is *the* New Zealand *voice* and *data communications* and *services* company of choice when it comes to providing real choice in connecting people and enterprises in the New Zealand market-place and in providing seamless services to trans-Tasman customers.

<sup>1</sup> JHW Pty Ltd ([www.jhw.com.au](http://www.jhw.com.au)) have been conducting Consulting Skills Workshops since 2003 across 4 continents, covering 20 cities in 10 countries for a total of more than 2300 participants.