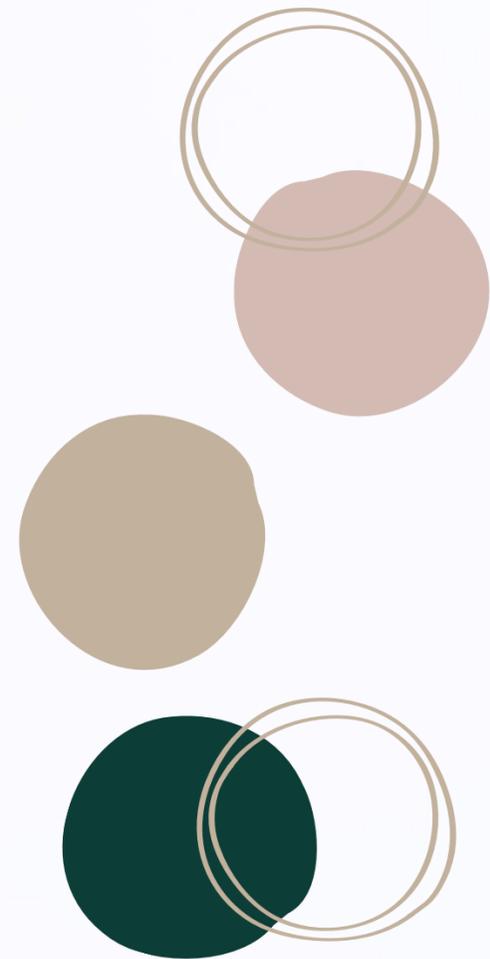




 VIRTUAL ELVES

CLIENT MANAGEMENT





Topic 1

Putting Your Best Face Forward

"ALWAYS REMEMBER, THE CLIENTS ARE THE REASON YOU HAVE A JOB."





First Impressions Matter

First impressions are mental snapshots you take when you first encounter a person or situation.





People see you first, hear you second.

The first step to making a good first impression is your appearance.





First Impressions Matter

- Wear appropriate clothing for the type of work you do
- Make sure you are groomed
- Maintain a relaxed and open demeanor





Attitude Is Everything

People may not remember the color of the shirt you wore or the exact words you said, but they will remember your attitude.





Respect

Respect is an attitude that develops through mature and mutually enriching interpersonal relationships.

To respect someone is to put aside our differences.

It helps us avoid judging others for their individual choices and opinions.

To respect someone is to be aware of a person's individuality, and not to demand that they change their opinions or behaviors.





Enthusiasm

Refers to intense enjoyment, interest, or approval expressed by a person.

The term is related to playfulness, inventiveness, optimism and high energy.





Commitment

Commitment to work or work commitment is defined as the level of enthusiasm a Virtual Assistant has toward his/her assigned tasks or responsibilities.

It is the feeling of responsibility that a person has toward the goals, mission, and vision of the client's business he/she is working with.





Helpfulness

Helpfulness can endear you to your peers, and clients.

Immerse yourself in the business to provide the right help for your client.

It shows that you care for them and their business.





Doing the Right Thing: Ethical Issues

Being ethical means being honest, doing the right thing, and being accountable for your action.



Activity 2

How will you make a first impression?

Why is an attitude an important factor as a Virtual Assistant?





Topic 2

Calming the Storm: Managing Difficult Client



Calming the Storm: Managing Difficult Client

Managing difficult clients is frustrating, time-consuming, and—depending on what they're being difficult about—can have a significant impact on our performance.

What should we do to manage them?



Setting clear expectations from the start.

Setting clear expectations at the very beginning of your client relationships (and making sure your client understands those expectations) can help you avoid misunderstandings in the future—and can help you avoid difficult interactions with your client as a result.



REALITY



EXPECTATIONS





Set those boundaries.

Setting boundaries is an important part of running a successful business—but it's especially important when it comes to managing hard-to-deal-with clients.

Without boundaries, clients with a natural inclination towards being difficult can (and will!) walk all over you—and the relationship can quickly become unmanageable.





Maintain Professionalism

Keep things professional. If you find yourself face-to-face with an upset or angry client, give them the space to share their frustration—but don't mirror their anger.

Conduct yourself in a professional manner in all your interactions with your clients—even (and especially) when they're acting anything but professional.





Keep everything documented as possible

Keep a record of all the phone calls with your client; after the phone call, write down the time, date, and what was discussed. If you have a video call, do the same thing. Keep all your emails and other written communication in a folder.





Own Up To Your Mistakes

If a client is upset because of what they perceive to be a problem on your end, listen to how the client feels.





Don't Take The Blame When It's Not Warranted

Listen and acknowledge your clients' concerns — but you don't need to accept the blame from a difficult client for situations that are out of your control.



Escalate The Situation When Necessary

Raise the concern to someone higher than you to assist you in this situation.

Mostly, it is the Human Resources team is responsible for this matter.





Topic 3

Australian Culture and Traits



The Australian Value Statement

“Australian society values respect for the freedom and dignity of the individual, freedom of religion, commitment to the rule of law, Parliamentary democracy, equality of men and women and a spirit of egalitarianism that embraces mutual respect, tolerance, fair play and compassion for those in need and pursuit of the public good”.





Australian Culture

Fair go:

Australian's believe in the right to a "fair go" regardless of a person's background.

They believe everyone should be treated with respect, equality and fairness.



Australian Culture

Play by the rules:

Australian is governed by many laws, rules and regulations and all are expected to follow rules.





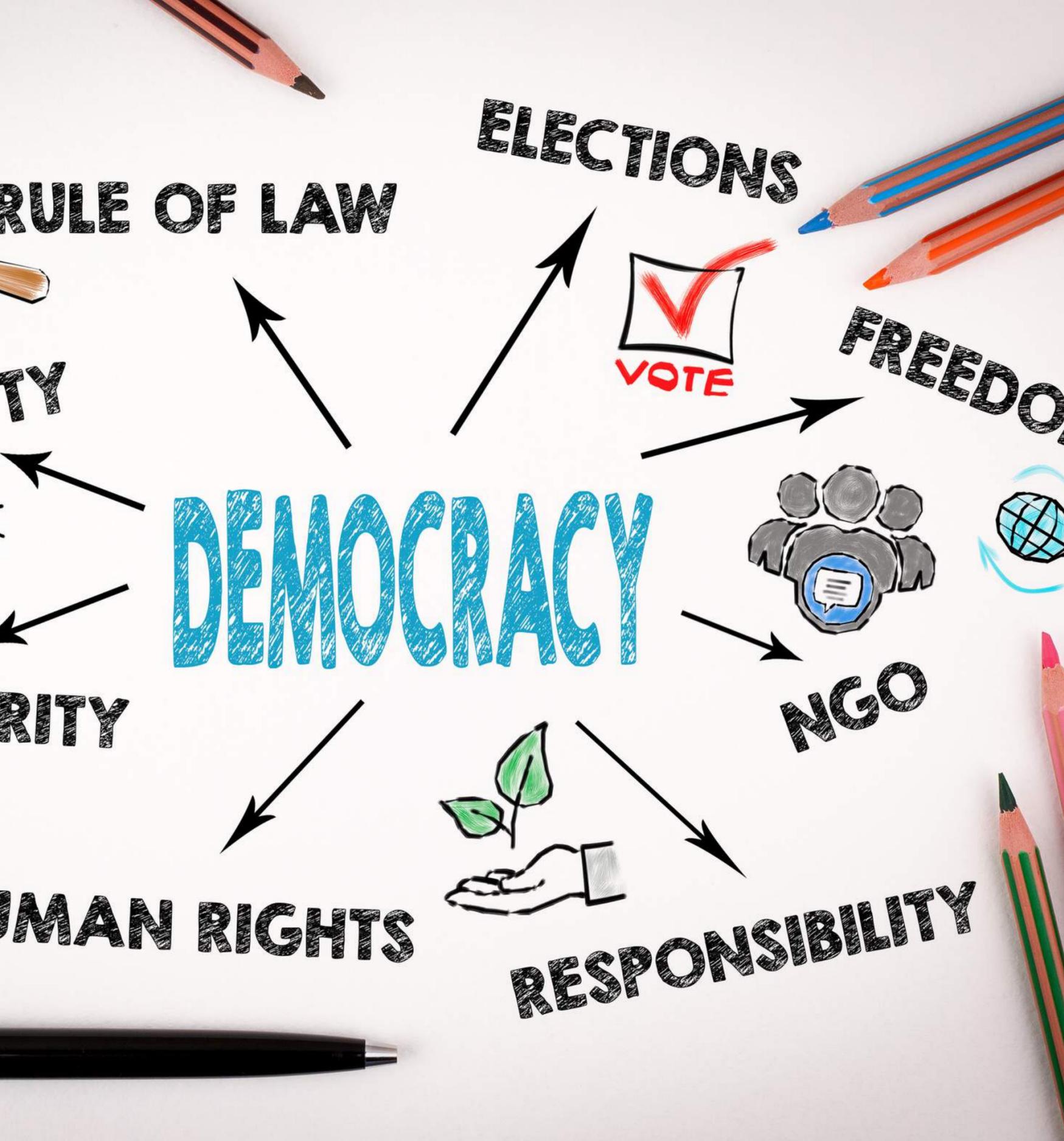
Australian Culture

Easy going:

Aussies are known to be 'laid back' and 'easy going'.

Workplaces can be easygoing as long as the job is done, and policies and procedures are followed.





Australian Culture

Respect for democracy:

Australians value human rights and freedom of democracy



Australian Culture

Mateship:

A culture that embodies equality, loyalty and friendship which is a very important part of Australian life



Australian Culture

Aussie Humour:

To be an “Aussie” means having a good sense of humour. It is a part of Australian culture.

Not meant to offend but to add lighter touch to a conversation and make situation less tense



Australian Workplace Culture and Practices

Communication

- English is the official language. As the national language, it is an important unifying element of Australian society.
- A certain level of English proficiency is necessary to perform well in the workforce.

Workplace diversity and rights

- All Australian workplaces must provide an environment free of discrimination and provide equal opportunity for all regardless of age, gender or race
- Very common for people from diverse backgrounds to work together
- Important to accept different types of people and respect them for who they are
- No bullying or harassment is acceptable or tolerated
- It is illegal to discriminate against people

Management Style – Less Hierarchy

- Using the principles of egalitarianism most Australian workplaces have less value on office hierarchy and focus more on team and performance
- Often less formal and more relaxed in communication and management style
- Can be quite social, relaxed, friendly and chatty but expected to work hard

Religion and the workplace

- All religions are accepted in the workplace
- Australian workplaces are not religious places, religious practices are not generally part of the daily working day
- You can discuss any religious needs with your employer



Australian Workplace Culture and Practices

Punctuality

- One of the most important attributes and behaviours
- Being late is considered a sign of disrespect

Protocols and body language

- Important to be pleasant and friendly when meeting people
- Australians generally respect personal space, don't stand too close
- Greet men and women the same
- People usually do not touch each other, shaking hands is an appropriate greeting
- Make eye contact – this is seen as a sign of respect when speaking to a person



A guide to Australian English

Linguistic features of Australian English

Generally speaking, Australian English takes features from both British and American English, so it is sometimes considered a combination of the two variations. However, it is important to understand that there are a number of unique features as well, including exclusive vocabulary.

Australian slang words

1. Amber – Beer or lager.
2. Aussie – An Australian person.
3. Drongo – Used in place of words like ‘idiot’ or ‘moron’.
4. Fair Dinkum – True, or genuine.
5. Gander – To have a look at something.
6. G’Day – Literally means ‘good day’ but is used as a general greeting.
7. Give It A Burl – Give it a try, or have a go.
8. Hooroo – Goodbye.
9. Oldies – Parents.
10. Pom/Pommie – A British person (be warned: this word can cause offense as it is generally used in a derogatory manner)
11. Reckon – Used similar to ‘absolutely’.
12. Ripper – Similar to words like ‘great’, ‘fantastic’ and ‘awesome’.
13. She’s Apple – It is fine / It will be okay.
14. Tucker – Used to describe food of any type.
15. Yabber – Talk, or chat.





A guide to Australian English

Australian English is non-rhotic.

- “R” sounds are dropped if they are found after a vowel and not followed with another vowel. So, “card” is “ca-d”.
- “R” at the end of a word is pronounced like “ah”. So, “better” is “bett-ah”.
- “I” is pronounced like “oi”
- A soft “a”, such as what is in “cat”, is pronounced like “eh”
- A hard “a”, such as what is in “mate”, is pronounced like “aye”
- Words that end in “ing” get the “g” dripped. So “singing” is more like “singin”





Australian Spelling

Australian English follows British spelling very closely but many common words are spelt differently in American English. Despite being spelt differently, the meaning of the word is the same.

Here are some examples:

- British and Australian: Analyse
- American: Analyze
- British and Australian: Apologise
- American: Apologize





Australian Spelling

But most words that have two more syllables with '-ise' in them are spelt the same in Australian and American English.

Examples:

- Exercise
- Surprise
- Enterprise

Also, when it comes to words like 'capsize', it's spelt the same in Australian and American English.

British and Australian English words with 'our' in them are spelt with 'or' in American English.

Examples:

- British and Australian: Colour
- American: Color
- British and Australian: Favourite
- American: Favorite





Australian Spelling

Words that end in '-re' in Australian and British English are spelt with '-er' in American English.

Examples:

- British and Australian: Centre
- American: Center
- British and Australian: Litre
- American: Liter

Words that have double 'l's in American English are spelt with single consonants in Australian and British English.

- British and Australian: Enrol/Enrolment
- American: Enroll/Enrollment
- British and Australian: Fulfil/Fulfilment
- American: Fulfill/Fulfillment

But here's an exception to the rule.

- British and Australian: Traveller
- American: Traveler
- British and Australian: Fuelled
- American: Fueled



Activity 3

What are your key-take away from today's discussion?

- Mindset
- Qualities of VA
- Client Management
- Australian culture and traits
- Australian English and spelling

