



BY THE TAG LENDING GROUP

5 SIMPLE YET EFFECTIVE WAYS TO SHOW YOU'RE IN CONTROL

POWERFUL STRATEGIES FOR PAIN-FREE
CLIENT RELATIONSHIPS

Shouldn't I be
the one leading
the way?

**SOMETIMES IT GOES WELL, GOES SOUTH,
AND IT COULD BE DEAD**

AND ONE OF THE MOST FRUSTRATING TYPES OF RELATIONSHIP WITH CLIENTS ARE THE
"POWER-HUNGRY" ONES...

A man in a grey suit and tie is suspended in the air, holding onto a thick rope. He has a shocked expression on his face. The rope is held by several large, close-up hands that appear to be pulling it taut. The background is a bright blue sky with light rays emanating from behind the man.

BEING IN CONTROL ISN'T ABOUT BEING ARROGANT OR INTIMIDATING

INSTEAD, IT'S ABOUT MANAGING A
SUCCESSFUL AND MUTUALLY BENEFICIAL
CLIENT-REALTOR RELATIONSHIP.

YOU WANT TO BE IN CONTROL SO YOU CAN
SERVE YOUR CLIENTS BETTER. REMEMBER, IT
SHOULD **NOT** BE A SELF-SERVING
MANOEUVRE. IT SHOULD BE A **CLIENT-**
CENTRIC APPROACH THAT ENDS UP
BENEFITING YOU BOTH.



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*This guide shows the **5 Simple But Effective Ways** that could help you remain in control to any kinds of clients.*

- **CHOOSE YOUR CLIENT**
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- **LEARN TO CUT UNHEALTHY RELATIONSHIP**





1. CHOOSE YOUR CLIENT

Choosing a client who will work with you is and will never be wrong. You have the right to screen and choose your client who will listen and respect you. Besides, who would want to work with someone who never listens, right?

The following are some ways on how you can choose who to work with.

- A client who practices Professionalism
- A client who is Respectful before, during and after every conversation/meeting.
- A client who has the Willingness to Listen and Collaborate

Remember:

"Any warning signs during the early stages might affect the relationship down the road."



2. OUTLINE YOUR PROCESSES

Being flexible is not a bad thing; however, you should still have that outline of your processes. This will greatly help you whenever a new client comes in to seek help.

It is essential to have complete outlines. this will be your guide whenever your at loss of things. Yes it is important to know the wants and need of your clients but you should be the one who will set how things should proceed and not the other way around.

The following are some ways on how you can choose who to work with.

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- A client who is Respectful before, during and after every conversation/meeting.
- A client who has the Willingness to Listen and Collaborate

These processes/documents are your first line of defense against out-of-control clients. If things started to go south, you can show these documents to your client.



3. EDUCATE YOUR CLIENTS

A client will come to you because there is something that they need that you can provide for them. Well, who will seek help from someone if they already know how to help themselves, right? Or will you ask someone if you already know the answer? The answer is NO.

When clients comes to you, you have the position and obligation to educate them. To do so, you can start with the following:

- Be Confident. You know the area of your expertise much better than them.
- Respect is a two-way process. If you want your client to respect you, learn to respect them as well.
- Be prepared. The most effective way to teach someone is by being prepared of what you'll teach them. Remember, ignorance is never an excuse.

A client will respects someone who knows their stuff.

If they see see that in you, it is less likely that they will get out of control.



4. BE FIRM BUT PRACTICE PROFESSIONALISM

In any business, being professional is and will always be the key to a successful transaction.

It is easy for some people to build great relationships naturally. They have this friendly, charming, and let's hang-out personality. These are some of the attitudes you need to approach your clients for the first time.

However, it is also important not to be too friendly or casual to your clients that you'll lose control when time comes. You're going to have to draw the line somewhere. You obviously don't want to be stiff, but you'll run into problems if you're too laid back.

Remember:

"For every interaction, stay within the boundaries of professional decorum."



5. LEARN TO CUT UNHEALTHY RELATIONSHIPS

No matter what you do or how good you are, some clients are going to get out of control. Remember that they came to you to seek help, and not the other way around.

If you think that they are being arrogant and doesn't want to listen, then you have the right to cut them lose.

But if you still think that you can get them back on line, then that would be great.

You would want to spend your days working with your clients in a healthy environment and not cleaning up the mess and being stressful about it for the rest of your working relationship with your client.