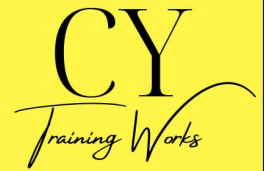


# CY Training Works



## The Perfect Training Partner for Your Law Firm

*"Relevant and exact to our requirements. Everyone left completely fired up and enthused."*



## about Clare Yates

An innovative trainer that communicates in a "hands on" way using real experiences to create empathy and understanding.

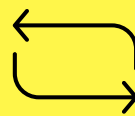
Described as an entertainer, Clare sells not tells, so really connects with her audience, so training is not only informative but great fun too!



**Business Growth & Increased Revenue**



**Better customer Experience**



**Win More Repeat Business & Recommendations**



**Tailor-Made for you**

*"Her ability to hold an audience with her insight and knowledge of the market is amazing."*



**Clare Yates**  
*Founder & MD*



## **Get in touch!**

Clare@cytraining.works  
www.cytraining.works  
Tel 07793 317467

**Choose a course from the menu below or would you prefer to design your own?**

### **Converting Enquiries into Instructions at Profitable Fees.**

Grow your business by converting more of the enquiries you receive every day!

### **Developing Customer Relationships & Internal Referrals**

Develop strategies for customer relationship management and interdepartmental referrals.

### **Managing Difficult People**

Effectively manage difficult people and improve your customer's experience.

### **Delivering an exceptional service**

Improve team work and job satisfaction and at the same time, deliver an exceptional service to your customers.

