



CONTACT US

Don't feel shy...get in touch with any questions or comments:

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Cost benefits of partnering

“BAA have achieved 40% savings in cost with an almost total elimination of disputes and a 30% shortening of construction time. Glaxo Smith Klein, Tesco, Sainsburys, MacDonalds and many others have seen similar improvements.”

Source: Chartered Institution of Building Services Engineers (CIBSE) National Conference 2002.

How can we help you with partnering?

Sir Michael Latham (CITB Chairman) recommends reducing an adversarial approach to conflict resolution. Our courses are designed to show you how to build trust and work with clients in a mutually beneficial way, to reduce conflict, and the need for litigation.

COURSES

- Negotiation Skills
- Assertiveness Skills
- Customer Care
- Presentation Skills
- Persuasion & Influencing Skills

ACCOUNT MANAGEMENT

How much time do you spend on making sure your existing clients are happy?

It costs up to 8 times as much to find a new customer as to retain an existing one.

Source: White House Study

Have you considered what it would save you to employ an account manager?

We can provide you with a fully-trained and experienced Professional Account Manager for a fixed monthly fee. The fee will depend on how many days you agree are needed.

www.peakpartners.co.uk

Since inception, the Peak Partnership has continued to abide by its commitment to customer service and support. We are firmly committed to the principles of equal rights and equal opportunity.