Adviser Evolve™ Program - LEVEL 2: ENGAGE

Exploring Client's Goals & Objectives

AQ102FF

About The Workshop

The client's goals and objectives are the foundations of good quality, tailored financial advice and they are what provide the Reasonable Basis For Advice (RBA) from a compliance point of view. This part of client engagement in the financial planning process is by far THE most important conversation that advisers will have with their clients. This one day session will assist you to easily and effortlessly draw out the client's issues and assist the client to articulate these to turn them into objectives and goals that can be used as the foundation of your financial strategy and recommendations. By attending this workshop you will have a sep by step process to follow that will build on your client relationship, give you confidence and assist you to build your clients recommendations in a holistic manner that takes their life situation into account and goes beyond your immediate products and services.

Topics Covered

- What are values, goals & objectives
- How to clarify client's values, goals & objectives
- Values, goals & objectives in the financial planning process
- The Conversation: The 5-step Process for having the goals & Objectives conversation
- Coaching clients to formalise goals & objectives Explaining the privacy policy

On Successful Completion

You will be able to demonstrate that you can assist the client in articulating their issues and turn these issues into goals & objectives which will form the foundations of your recommendations and a quality financial plan. you will have a process to follow in order to draw out information and articulate the clients goals & objectives through conversation. You will be confident and conversational with the goals & objectives process & be able to apply the framework as part of your client engagement process.

RG146 Compliance

This module fulfils ASIC's RG146 'Skills Requirements'-Identify Client Objectives, needs and financial situation.

Materials Provided

Comprehensive participants guide and notes

Copy of Book: Book: "Exploring Client's Goals & Objectives: A Framework For Advisers"

Workshop Skills Practice

Articulating goals & objectives exercise

Total Skills Practice duration:

60 minutes

Pre-requisites

None

Duration: 1/2 day

Assessment

Post Workshop Assessment: Participants will demonstrate that they are confident and are able to draw out clients issues and articulate their goals and objectives clearly through a skills demonstration. They will receive verbal & written feedback from their coach and be deemed competent or not yet competent based on the results.

Who is this workshop for?

- Individuals looking to enter the industry in a financial planning role
- Advisers wanting to excel in their client facing and client engagement skills and to improve their conversion rates
- Advisers currently completing their DFS or ADFS who want to gain the 'skills' that will help complement the technical studies undertaken in their diploma
- BDM's and financial planning managers who coach and train advisers on a daily basis

CPD Points

CPD points application in progress. Points may be awarded to this module late 2009.

Location: Sydney/ Melbourne

Your Investment:

$350 (inclusive of GST)

To REGISTER GO TO www.adviserQuest.com OR **CALL US ON 1300 886 907**