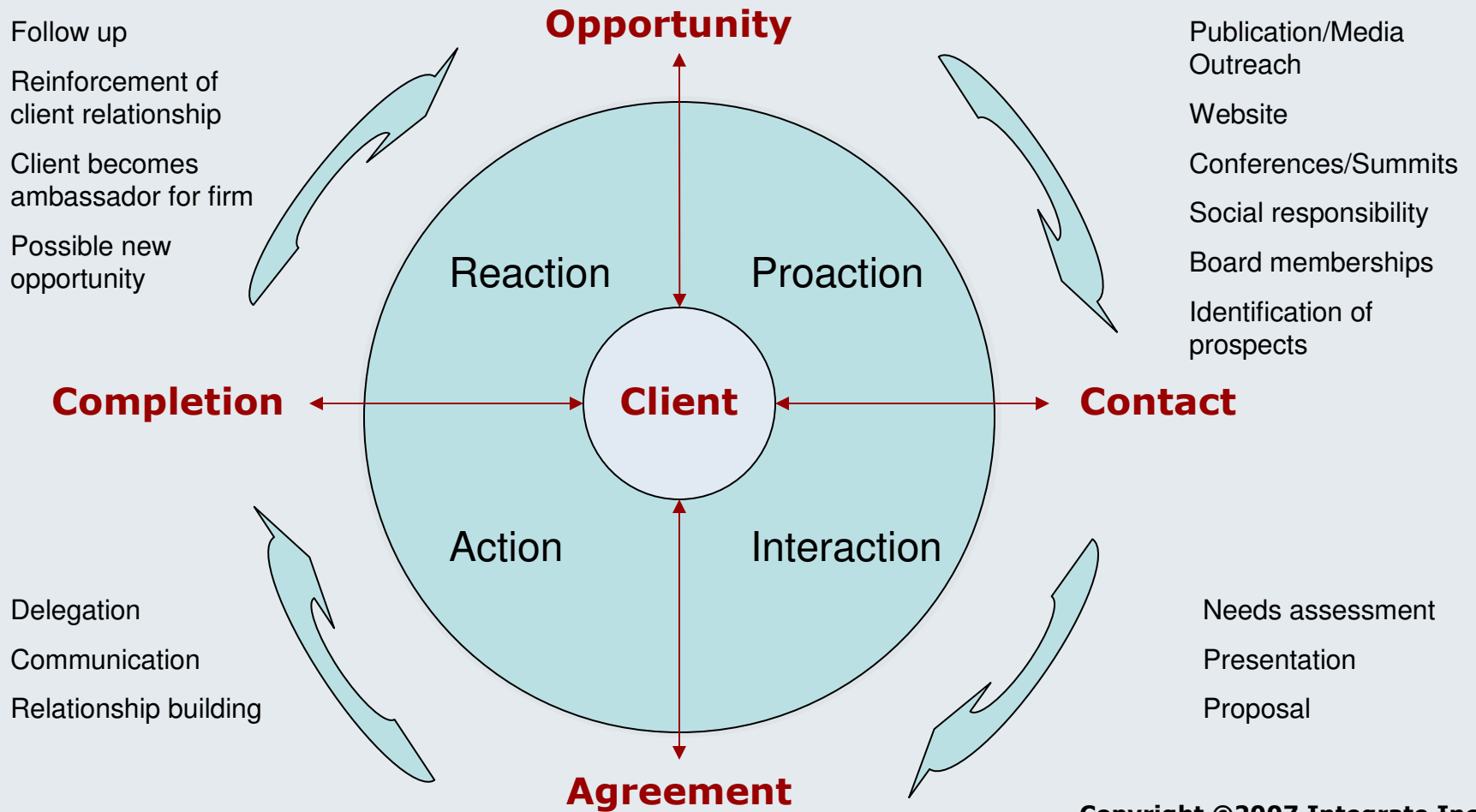


# Outline: Business Development Workshop



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# Outline: Business Development Workshop

- Facilitated discussion and analysis of the team's strengths in each phase of the Client Relationship Cycle:
  1. Opportunity
  2. Proaction (marketing)
  3. Contact
  4. Interaction (negotiation)
  5. Agreement
  6. Action (project management)
  7. Completion
  8. Reaction (review/follow up)
- Consideration of:
  - Key success factors to replicate
  - Areas to improve
  - Ways to standardize successful processes to maximize future client satisfaction in each area
- Action planning and assignment in conclusion of each phase