



# Client Whisperers: The Olympians of Client Service

*Mr. Jim Lyon*

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# **Client Whisperers: The Olympians of Client Service**

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You've likely heard about or even witnessed horse and dog whisperers at work. They instinctively understand the animal's issues, they somehow gain the animal's trust, and they achieve results that were only envisioned, but never realized. So too in this book, you will learn about whisperers – client whisperers. It was due to these remarkable client whisperers that an entrepreneurial start-up company with no investment capital achieved leader status in a highly competitive market. The book includes descriptions of and stories about all aspects of a complex client service business, including sales, marketing, pricing, risk mitigation, service delivery, mergers and acquisitions, and strategic partnering. But most importantly it is a refreshing story about the client whisperers who focused on the needs and gained the trust of their clients to synergistically achieve success. In doing so, these client whisperers proved that client success begets company success – even against some of the largest consulting companies in the world. Do you know a client whisperer? Have you ever worked with one? Are "you" a client whisperer? For answers to these questions, we invite you to read the engaging success story, Client Whisperers. "It is rare these days to encounter people who can deliver the type of principled leadership that has been missing in so many of our twenty-first century corporations. Jim and Judie's remarkable success story illustrates how to transform passion, purpose, integrity, wisdom and strong professional will into a sustainable market leadership position. This is a story about client whispering at the highest level!" Jim Pascarell, former General Manager CMA Consulting Services "This wonderful story is a testament to the theory that client success begets company success. If you want to better understand how to increase the value of your products and services to your served markets, either as a service organization or an individual service provider, this book is a must read!" John Roberts, Ph.D., former Chief Financial Officer Santa Rosa Junior College "A great read for anyone in business. Jim reminds us that listening to your customers is the best lesson of all." Neil Boyer, former President The Cedar Group "These folks certainly have mastered the art of differentiation. Their creative and artful execution produced some extraordinary results, including wresting market share away from some of the largest consulting companies in the world. And their many interesting stories make a terrific 'cook book' for entrepreneurs of all types." John Willie, President Creative Engine



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#### **Leon Moses:**

Spent a free time for you to be fun activity to try and do! A lot of people spent their spare time with their family, or their very own friends. Usually they undertaking activity like watching television, planning to beach, or picnic inside the park. They actually doing same thing every week. Do you feel it? Do you need to something different to fill your current free time/ holiday? May be reading a book can be option to fill your free of charge time/ holiday. The first thing that you ask may be what kinds of guide that you should read. If you want to try look for book, may be the guide untitled Client Whisperers: The Olympians of Client Service can be fine book to read. May be it could be best activity to you.

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