

## **Consultants Society Forum 2025: Consulting - A 360 Perspective**

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**Topic:** Pass the 'Talking Stick' – Clear, Effective and Ongoing Communication for Building and Sustaining Successful Client – Consultant Relationships

**Abstract:** Good communication is essential for any successful business transaction. Success depends on being able to convey information, clearly, simply, and in such a way that all matters are understood and actioned accordingly by all relevant parties.

Good communication can help pave the way for a successful, happy business relationship with positive outcomes for all parties. Poor communication can lead to confusion, frustration and misunderstanding, and can potentially result in financial losses and damage to reputation, depending on the information (or lack of information) being distributed.

This presentation presents the benefits, for both the client and the consultant, in ensuring that open and ongoing communication is established and maintained at all stages of the contractual relationship. It also highlights the potential risks associated with poor communication, to both parties.