



2025 Autumn Conference

| Elevating Your Client Service

29TH OCTOBER 2025

9AM – 12.30PM

PRICING
PER PERSON

Standard

£225 + VAT

my3Q member

£195 + VAT

[BOOK HERE](https://www.3Qhub.com/services/conferences) www.3Qhub.com/services/conferences

info@3Qhub.com

Elevating Your Client Service



Our autumn conference will provide participants with a real understanding of why client service is so important and how reliance on technical skills is no longer the sole way to keep clients happy. In today's fast paced, digitally driven landscape, exceptional client service is no longer optional, it's imperative.

This session offers a structured exploration of strategies to enhance client engagement, foster trust, and communicate with empathy. Attendees will gain insights into how service approaches evolve, why managing sensitive interactions with professionalism matters, and how to build a team-wide commitment to excellence.

9.00AM WELCOME AND OVERVIEW BY CHAIRPERSON

9.15AM PROFESSIONAL SERVICES CLIENTS OF TODAY

John Sharkey, 3Qhub

- Impact of the digital age on client service
- What do clients value most?
- Pain points to avoid
- Generational differences in service expectations

10.00AM BUILDING TRUST, CONFIDENCE AND LOYALTY

David Gallagher, 3Qhub

- Key components in building trust
- Effective communication
- Making complex information client friendly
- Dealing with difficult conversations with clients sensitively and professionally

10.45AM BREAK

11.00AM ELEVATED CLIENT SERVICE IN ACTION

Philip Partington, Knights PLC

- Understanding client expectations and communication excellence
- Collaboration across disciplines
- Proactivity versus reactivity and value versus billable hours
- Long term relationships and professional mindset

11.45AM EMBEDDING A CULTURE OF SERVICE EXCELLENCE

Chris Parry, 3Qhub

- What does a culture of service excellence mean?
- Creating a shared mindset
- Coaching your team to enhance the culture
- The importance of continuous improvement and innovation
- Measuring and rewarding excellence in client service

12.30PM CLOSING REMARKS BY CHAIRPERSON



John Sharkey

John is co-founder of 3Qhub and specialises in leadership, management and personal skills training within professional services firms. He supports clients with both team recruitment and retention and works as an executive leadership coach. He is a qualified accountant, trained counsellor and engaging presenter.

John supports clients with developing their emotional intelligence, building their personal resilience and improving their communication skills.



David Gallagher

David supports clients with management and leadership skills training and business coaching. He uses his vast leadership experience in professional services to help others develop.

David trained and qualified as a chartered accountant at Grant Thornton. He then spent 15 years as a training consultant to the accountancy profession before returning to practice with MHA MacIntyre Hudson for 10 years; first as the firm's technical director and then as technical and training partner.



Philip Partington

Philip is a partner and leads the intellectual property department of Top 50 Law Firm, Knights PLC, which has 27 offices across the UK. Philip has been described by the Legal 500 as a "next generation lawyer" and "very sound litigator" and is well known for successfully defending parties in complex IP court proceedings in both the Intellectual Property Enterprise Court and the High Court.

Philip is dedicated to providing exceptional service to his clients and is known for his proactive approach and for building long lasting relationships.

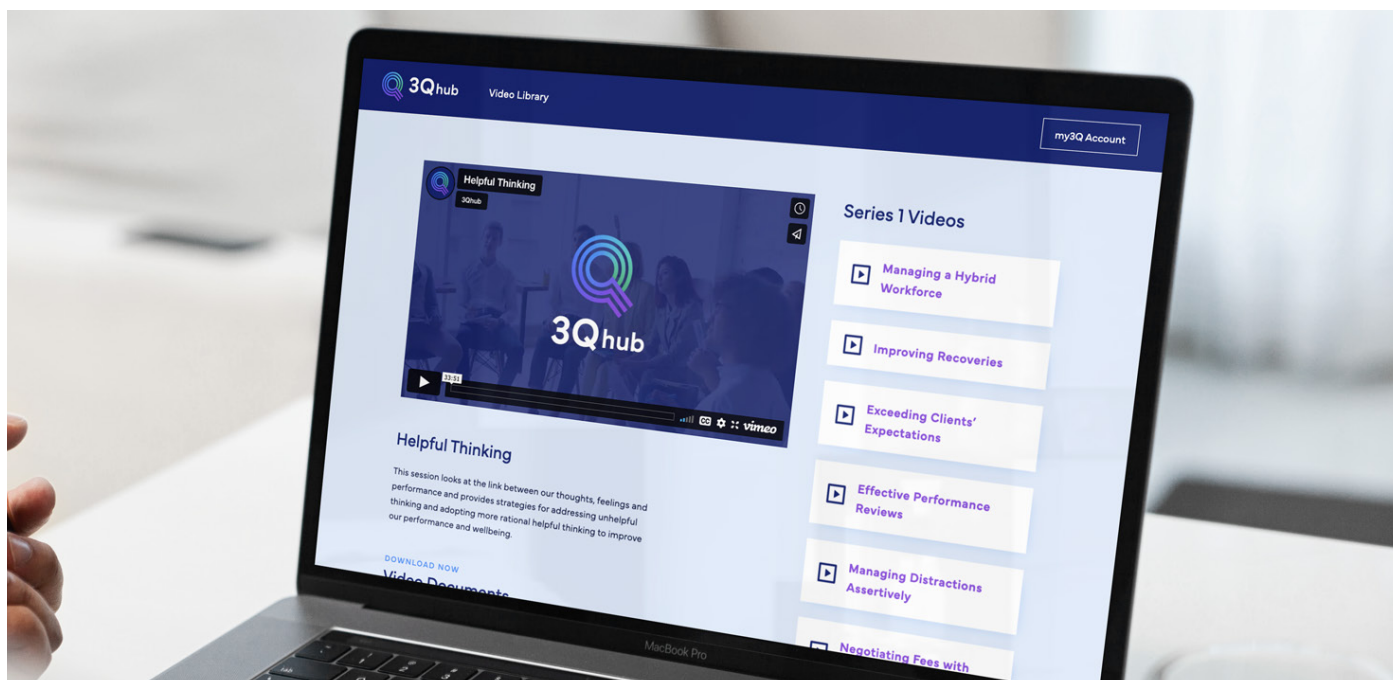


Chris Parry

Chris is a highly engaging and passionate trainer and consultant with 20 years' experience delivering management and leadership training to a wide range of clients and industries. He adds value through his sessions by building a strong rapport with his audience and getting to know them and by understanding their motivators on a personal level.

His 'why', both professionally and personally, is to genuinely inspire and motivate people to see the benefits of developing, improving and growing themselves on a continual basis.

Are you a my3Q member?



Our on-demand membership option

- Online video library
- Cost-effective training solution
- Flat fee regardless of the size of your firm
- Firmwide access – course content accessible anytime, anywhere
- Downloadable 'Key Points' and 'Collaboration Tool' for each course
- Limited impact on chargeable time – each course lasts no more than 60 minutes
- Members receive discounted rates on conferences and workshops

£195 + VAT per month

[FIND OUT MORE](#)

www.3Qhub.com/my3Q-membership

Upcoming Conference

13TH MAY 2026

Stepping Up to Management

[BOOK HERE](#)

www.3Qhub.com/services/conferences



Get in touch

0115 783 2229

www.3Qhub.com

info@3Qhub.com

