

How to AVOID challenging clients

It's much easier to say no to a client then to try to kindly show a current client the door. That's because many of us become over invested in the relationship.

I mean who's going to walk their dog if I don't do it? How's Fluffy going to get on with the new trainer? How will said client cope without me?



BOUNDARIES

Boundaries are so important; you need to be able to distance yourself. This is a business relationship. But at the same time if you are exiting a client you need to keep things professional. This means avoiding rants on public forums and not sharing conversations. Instead of continuously feeling angry, act and prevent.

So how to avoid...

Here's some 'warning signs'

- *Choosing you as you were the lower priced trainer*
- *Late texts, delayed emails, disorganisation*
- *Asking you to do unnecessary added extras on your pet sit*
- *Mentioning a variety of horror stories of other trainers*
- *They've asked others, no one's ever available*
- *You were their last option*
- *They fail to fill out your initial forms*
- They need you to walk Fluffy at 11am on the dot every day, despite you explaining your times and factor in traffic

Ok you may be new to business; I mean you can't be picky? You need to get your business off to a good start. It's so much harder to put your prices up and once you do get busy you will resent that puppy visit 15 miles from you. It's good to be picky but it's also important to always be professional. Despite what they say the customer is not always right and it's ok to say no.