

Managing the Surveyor / Client Relationship

- ***Do you have difficulty in working with clients who either do not understand what you do, or choose to not want to know?***
- ***Do you wonder if you are meeting your ethical obligations under the Surveyors Act?***
- ***Are your clients shocked when they get your bill?***

This CPD program provides effective communication and relationship management tools to:

- reduce the chance of complaints;
- increase the likelihood of getting paid and of your client becoming a repeat client;
- support your role as a professional service provider.



This is a self-paced study offering with web-based resources complemented with access to assistance if needed and a 2-hour “live” seminar in late January delivered through web-conferencing.

This program has been accredited by

**The Association of
Ontario Land Surveyors**



for 3 *Formal Activity* CPD credits.

Go to 4pointlearning.ca to register (click [here](#) for registration instructions). If you have questions, please contact info@4pointlearning.ca. The fee for 3 months’ online access is \$185 plus HST.