

Understanding my client

Kynan Van Looy, Quinten De Meyer, Lukas Mues

1. First impressions

How will you ensure you will make a good impression when you meet your client for the first time? Aim for 75 to 100 words. In SKIL2, you will be placed in teams together. Then, you can copy all team members' answers into one document from which you will continue to work for the next six weeks.

- Kynan Van Looy: I will make sure to be dressed properly and have a smile on my face when the client arrives. Then I will greet the client in a professional way before we go inside. I will make sure I have all the items I need prepared before the client arrives, that way I don't have to grab everything from my backpack last minute. I will listen to the client carefully and make sure I understand the problem. I will also try to make the client feel like I understand them.
- Quinten De Meyer: I will ensure I arrive on time, allowing me to approach the meeting without rushing and stumbling about, having all the items prepared. My clothing will be appropriate for the setting, it is a formal meeting after all. A firm handshake when meeting the client can set a positive tone for myself and the client. I will speak calmly, avoiding stuttering or rushing, and maintain a steady pace with my words. Matching the client's formality and communication style, I will use open body language, smile, and maintain eye contact to convey confidence. I will show no signs of nervousness, staying composed throughout the meeting. Most importantly, I will listen attentively to the client and respond thoughtfully to the things they say.
- Lukas Mues: I walk calmly towards him and say hello in a friendly manner, giving a firm handshake. I make sure to have a smile on my face and look him or her in the eyes. Just after shaking hands, I ask how they are doing. During the conversation, I make sure that all my attention is focused on the client who is speaking, and I give signals throughout the conversation to show that I am interested.

2. Client workshop

How will you prepare for your client workshop? What would you keep in mind? What will you certainly (not) do?

We will make sure everyone is present and arrives on time. Everyone wears appropriate clothing that matches the general style of the team. We will prepare all the items to take notes, read the questions, etc. in advance. We'll make sure everyone gets a chance to have an interaction with the

client, ensuring the conversation is not only between two people. The whole team will greet the client in a professional way. Our phone notifications will be turned off to ensure the conversation won't be interrupted.

Which questions do you want to ask during your first client workshop?

First, we will ask the client their main problem. Then we will go more in depth about the problem, asking for more details to ensure we understand the problem properly. After that we will ask what the results are the client is expecting in the long term and short term and what the client expects from the team.

Which feedback did you receive from your client during or after the workshop?

We didn't receive any feedback during this session as both clients for the projects were in front of the class and let us ask questions together with the other groups.

3. Business case

You will have to create a business case for your client. Create this business case in the separate template and **submit it along with this file for assignment 1**.

Please keep in mind that spelling and grammar will contribute to your final grade.

4. Client demo

How will you prepare for your client workshop? What would you keep in mind? What will you certainly (not) do?

We will make sure everyone is present and is dressed properly. We write down the most important topics to discuss and show. We also assign one member to take notes during our meeting so we can always look back to the feedback and wishes of our client. We will make sure that we introduce everyone properly and end with a summarisation of what we have talked about, to ensure that we are on the same page as our client.

Which questions do you want to ask during your first client workshop?

- When is the IT-polis event?
- How long does the event take?
- How many stands will there be?
- How many people are expected to go to the event? This includes students, lecturers and visitors.
- Can we gather the serial numbers of the participating students to make sure they can't vote?
- Examples to propose:
 - NFC-tag + scanning student cards
 - NFC-tag on its own
 - Code on a paper card
 - Google Form with code -> If not Google Forms: Thomas More datacentre available or not?
- How many voting stands are required?

After the demo, you will have to send your client a professional email to confirm the feedback that you have received from them and what you will do with it. Copy-paste that email here.

Geachte Mevrouw Renders,

Graag vat ik in deze e-mail ons gesprek van eerder kort samen. We hebben vernomen dat u ons concept van NFC-tags als een interessant idee beschouwt. Daarnaast gaf u aan dat u graag een manier zou willen vinden om mensen meer te motiveren om daadwerkelijk te gaan stemmen.

Uw feedback waarderen wij ten zeerste, en wij zullen ons uiterste best doen om dit aspect verder uit te werken. Mocht u nog aanvullende vragen of opmerkingen hebben, dan horen wij dit graag. Wij nemen uw input uiteraard mee in het verdere proces.

Alvast hartelijk dank voor uw tijd en ondersteuning.

Met vriendelijke groet,
Kynan Van Looy
KRE1

5. Professional growth

What have you learned from your first client communication? What went well and what could have gone better? Please name at the very least one thing you could do better next time.

We learned that being well prepared helps a lot during the meeting, we will keep preparing ourselves. Next time we will ask less but better questions. We will also make sure that we make our introduction and summarisation better.