

Flawless Consulting 2

Getting Your Expertise Used

Why this workshop?

The challenge of every engagement with a client or business partner is to help reframe their understanding of what they are up against. If they knew what the underlying problem was, they would not need us. What is called a problem, in the beginning, is most often a symptom of how the situation is being managed.

What keeps us and our partners stuck is the story that exists about what is going on. One powerful way to make a difference with a client is to help reframe the story in order to create an opening for new problem solving and real change. This occurs in the discovery and Feedback phase of consulting. We call this Flawless Consulting 2.

This workshop is organized around the idea that if a manager or a team can gain insight into how they, in their own thinking or action, are actually contributing to the very concern they are worried about, they will see what action can be taken to move the situation forward.

Discovery and Feedback teach participants how to:

- Utilize skills learned in either life or Flawless Consulting 1 to prepare and conduct a contracting meeting
- Practice data collection around a business issue through discovery interviews
- Deal with resistance in contracting, data collection, and feedback phases of consulting
- Conduct a successful feedback meeting
- Gain skills in turning recommendations into a decision to act
- Increase the likelihood that your clients will be committed to taking action

The learning is highly experiential, with more practice than teaching. It is organized around a simulation with time for reflection for each participant to customize the concepts and learn from peers. The Discovery part offers questions that we are not used to asking. The Feedback elements give a structure for dialogue that begins acting on recommendations right in the meeting itself.

Visit www.effiqua.ca to view our upcoming public workshops.

Here is what our participants are saying about the Flawless Consulting Experience:

“The content was valuable as the concepts can be applied in many relationships, including cross-functional teams, direct reports, bosses, stakeholders, and peers.”

“Very practical. Process-oriented with particular attention to the quality of the exchange, the quality of the connection with others, and the intention to create sustainable agreement and partnership.”

Peter Block's bestselling book *Flawless Consulting* is often called 'The Consultant's Bible'.

