

Flawless Consulting 1

The Virtual Experience

Why Flawless Consulting?

Learn how to build collaborative relationships, build trust and get your expertise used, by working in partnership with clients, colleagues and stakeholders.

Flawless Consulting 1 – The Virtual Experience is specifically designed to meet the needs of the increasing number of people working remotely. It is based on the highly acclaimed in-person workshop designed by Peter Block. This virtual experience teaches the skills to have **Influence, Impact** and build **Accountability** and **Commitment** even when working from home. In an atmosphere where building **Relationships** becomes even more crucial, this experience combines:

1. Our on-line Learning Portal for pre/post-workshop engagement and learning
2. Four, 2.5 hour or Three, 3-hour highly interactive instructor-led sessions that will include lecture, instructor-led roleplays and skill practice in small breakouts.
3. Post-session One-on-one coaching for each participant to sustain the learning and enhance on-the-job application

Each participant will receive a copy of Peter Block's *Flawless Consulting 3rd edition*, and a complete Participant Kit.

In this Experience, you will learn:

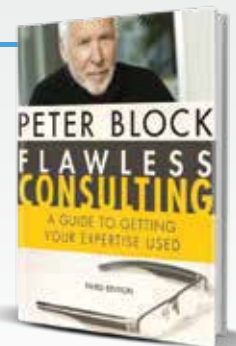
- The skills of relationship-building and influencing others
- To work in a trusting partnership role with clients/colleagues
- To develop commitment from your clients/colleagues through skilled contracting
- To assertively express what you want for a successful partnership
- To identify and manage various resistance styles
- To negotiate more effective and enduring agreements with clients/colleagues avoiding no-win situations

Flawless Consulting 1 – The Virtual Experience is the perfect solution for effectively engaging clients/colleagues and humanizing our digital world.

Join us for The Virtual Experience!

Based on our highly effective on-site modules, our virtual, instructor-led workshops are specially designed to introduce key portions of Flawless Consulting 1 to a highly distributed workforce. Virtual workshops are available for individual registrants or can be delivered exclusively to participants from your organization. Contact us to learn more and determine whether a 3-day or 4-day session is right for you!

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



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

Our Clients



Testimonials

“Flawless Consulting is an instrumental component of our organization’s “SOS” (Sales Operating System). Whether you are delivering consulting work or just simply engaging in a conversation, Flawless Consulting has a framework that has served us well in producing engaging and productive conversations with our colleagues, clients, and business partners.”

— Julian E. Lopez **MANAGING DIRECTOR, ADVISOR SERVICES RELATIONSHIP MANAGEMENT, CHARLES SCHWAB & CO., INC.**

“I was impressed with the quality of the facilitators and their deep consulting expertise. I appreciated how easy the team made it to offer these valuable workshops in remote locations. Bottom line—participants left with the improved knowledge and skills to be better consultants to their clients and organizations.”

— Bob Luton **MICROSOFT CORPORATION**

“I invited Flawless Consulting to teach a corporate training here at Shell. Lydia was such a skilled facilitator and I heard many great things from my team, including ‘This is the best course I’ve taken in my entire Shell career.’ We also enjoyed taking advantage of the Integrated Learning opportunity with its easy-to-use Learning Portal and app. Thank you for the great experience and we look forward to more workshops together!”

— Anna-Grace Lair **LEARNING ADVISOR FOR HR, SHELL CORPORATION**

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.ffiqual.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.”

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