

Learning System Offerings

Learning Experience	Outcomes	Description & Learning Objectives	Audience
<p><u>The Consultative Approach</u> ◇</p>	<ul style="list-style-type: none"> ✓ Act as a value-added business partner vs. technical expert ✓ Increase productivity and consistency by following a consulting process ✓ Manage client interactions to increase trust, commitment, and client satisfaction ✓ Facilitate effective implementation with faster deployment ✓ Provide strategic solutions, not just technical answers ✓ Position professional expertise to positively influence project outcomes 	<p>A two-day workshop that provides technically savvy professionals with the consulting skills and tools necessary to create successful business partnerships and obtain optimum results. A focus on:</p> <ul style="list-style-type: none"> ◆ Working with People ◆ Getting Your Expertise Used ◆ Using a Consulting Process <p>Scenarios are presented using real life client situations. Online prework and forty online reinforcement tools are included for reinforcement and integration.</p>	<p>For employees who are redefining their role as a business partner and consultant. This includes:</p> <ul style="list-style-type: none"> ◆ Professional Services ◆ Systems Integrators ◆ Information Technology ◆ Information Systems ◆ Systems Engineers ◆ Sales ◆ Finance ◆ Human Resources ◆ Training ◆ Quality Assurance
<p>Leveraging <u>The Consultative Approach</u> ◇</p>	<ul style="list-style-type: none"> ✓ Maintain and enhance business relationships by implementing advanced partnering strategies and a conflict resolution processes ✓ Clearly communicate the ROI for each project ✓ Deepen the level of conversation enabling better understanding of client's business needs ✓ Identify areas of improvement and uncover business opportunities through the use of questioning and listening skills 	<p>Leveraging <u>The Consultative Approach</u> two-day workshop takes participants to the next level in their consultative skills. This workshop:</p> <ul style="list-style-type: none"> ◆ Builds a common understanding and framework for working through the most challenging conflict situations ◆ Deepens their ability to build effective client relationships ◆ Applies a proven model for articulating ROI and strategic value to clients <p>Participants assess their level of partnership using elements such as common goals, values, trust, commitment, open communication and collaboration. Throughout the workshop, participants practice using real life situations and develop an action plan in which they can build a specific business partnership.</p>	<p>A great advanced workshop for participants of <u>The Consultative Approach</u> and can also be delivered as a stand-alone workshop for senior audiences from:</p> <ul style="list-style-type: none"> ◆ Professional Services ◆ Systems Integrators ◆ Information Technology ◆ Information Systems ◆ Systems Engineers ◆ Sales ◆ Finance ◆ Human Resources ◆ Training ◆ Quality Assurance
<p>Consultative Selling for Consultants</p>	<ul style="list-style-type: none"> ✓ Engage in higher level business conversations ✓ Gain valuable client insight and feedback ✓ Link business issues to solutions ✓ Identify new business opportunities ✓ Develop proposal that link to business need and get feedback ✓ Build client relationships through the fulfillment and closure process 	<p>Consultative Selling for Consultants provides sales and consultants with the experience of working through the opportunity, proposal, fulfillment, and closure process.</p> <p>This highly realistic simulation provides a roadmap, tools, and skills for understanding client issues and needs, developing a proposal to meet those needs and getting feedback from "acting clients."</p> <p>In teams participants compete against each other for the business. Feedback is provided continuously for "in-time" learning.</p> <p>Once the business is awarded teams continue through the fulfillment and closure process with a focus on building relationships, identifying ongoing opportunities and ensuring customer satisfaction.</p>	<p>Consultants, pre-sales and sales organizations</p>

Note: All offerings include online prework, a set of online reinforcement tools, and online strategy.

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Focused Coaching and Focused Feedback	<ul style="list-style-type: none"> ✓ Improve productivity through enhanced coaching and feedback conversations ✓ Increase employee retention by focusing on your most valuable asset – your people ✓ Increase customer satisfaction by continually developing people 	<p>Focused Coaching is a practical, proven one-day workshop that presents a model for creating a climate for coaching, motivation, The Coaching Conversation and, providing effective feedback, and obtaining third-party feedback.</p> <p>Focused Feedback is similar but focuses on providing and receiving effective feedback for all levels within the organization.</p> <p>Included are practical online coaching and feedback tools</p>	<ul style="list-style-type: none"> ◆ Managers ◆ Team Leaders & Members ◆ Project Managers ◆ Mentors ◆ All employees in which feedback is essential for performance.
Workplace Conflict and Negotiation	<ul style="list-style-type: none"> ✓ Create a win-win in resolving workplace conflict ✓ Question to understand key issues and what is important to the person ✓ Prevent workplace conflict by focusing on root causes, questioning and listening, and best ideas ✓ Recognize your reaction to conflict and how to resolve conflict effectively 	<p>A one-day interactive workshop for participants to work through challenging conflict situations.</p> <p>Participants will learn how to recognize, resolve, and prevent conflicts by applying a Conflict Management Framework to an actual job situation.</p> <p>A set of online reinforcement tools is included.</p>	Managers and professionals who interact with clients, alliance partners, team members, management, and peers.
Building Business Partnerships	<ul style="list-style-type: none"> ✓ Understand how to be seen as a business advisor ✓ Enhance revenue by developing strategies for improved business partnerships ✓ Heighten understanding of business needs and issues ✓ Understand how to build mutually beneficial business partnerships 	<p>A one-day business-relationship planning session that provides an opportunity to develop strategies for improving critical business relationships. Participants learn the important elements of partnering, how to establish clear expectations, and identify actions to implement immediately to enhance their business partnerships.</p>	<p>For those involved in long-term relationships and/or long-term client engagements. This includes:</p> <ul style="list-style-type: none"> ◆ Sales ◆ Project Managers ◆ Consultants
Advancing Client Interactions	<ul style="list-style-type: none"> ✓ Provide solutions that focus on “what is important to the client” ✓ Increase productivity through effective client interactions and meetings ✓ Improve client and employee satisfaction as less time is wasted, issues are understood, and results are achieved 	<p>This one-day workshop focuses on developing participants' abilities to make the most of every interaction by using a proven, flexible model for managing client interactions. This includes being flexible “in the moment” while staying on task and truly listening to what is important to the client.</p>	Anyone who must partner with others to understand issues, recommend strategies, negotiate, and work with others to implement solutions.
Winning with Service	<ul style="list-style-type: none"> ✓ Understand what high quality customer service means to clients ✓ Understand customer’s perspective ✓ Manage interactions for a win-win 	<p>This one-day workshop focuses on the elements of customer service (RATER) strategies for partnering with customers and managing customer interactions for a win-win.</p>	<ul style="list-style-type: none"> ◆ Client-facing professionals on the phone or in person. ◆ Call Centers ◆ Customer Support

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