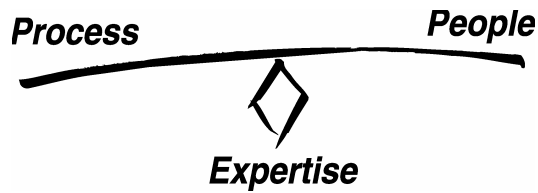
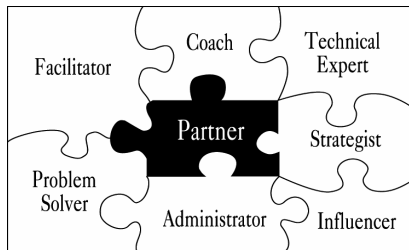


Sample of Workshop Models



→ BROADENING EXPERTISE & CAPABILITIES

Consultative Roles



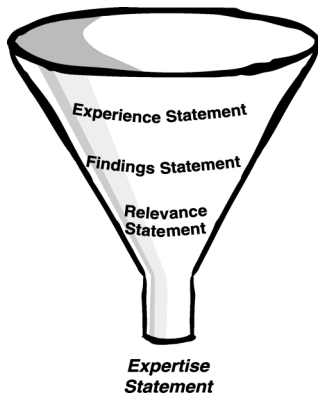
Participants are introduced to the concept of broadening their capabilities by using a variety of consultative roles: influencer, strategist, facilitator, coach, problem solver, administrator, and most importantly, business partner.

Clients

- Primary
- Financial
- End User
- Coach
- Subject Matter Expert
- Team Members

Broadening one's view as a consultant requires you to see your clients as a wider circle of individuals. Recognizing the different client groups, their expectations and needs allows for consultants to strategize on how to work with each group/individual for maximize results.

Expertise Statements



Expertise Statements is a tool used to articulate opinions, recommendations, and ideas in a way that demonstrates confidence and competence.

What is most important is to share your knowledge and insights as it is relevant to the client and situation.

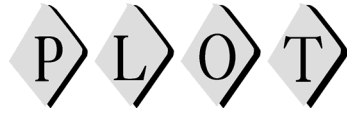


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Sample of Workshop Models

→ PEOPLE



Personality

Who is this person?

Language

What body language, tone of voice, and words does this person use?

Opinion/Frame of Reference

What opinions and frame of reference does this person have about the work/me?

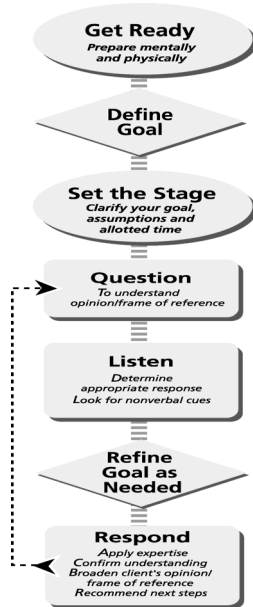
Task Approach

How does this person get things done?

(Personality, Language, Opinion/Frame of Reference, Task Approach) An observation tool for developing positive personal working relationships while working under the constraints of tight deadlines, changing needs, conflicting agendas, and organizational politics.

Participants develop PLOTs on their clients, and provide and receive coaching on developing a partnering strategy.

Managing Client Interactions



A model for interacting with all clients at any point in time. Key concepts include:

Determine your goal. Is the goal about building trust and commitment or the project itself? Is the goal appropriate for the time?

Question to understand the client's opinion and frame of reference. Peel the onion with value based questions until you are sure you understand what is truly important to the client.

Listen to body language, tone of voice, and words. Use this information to check out concerns and develop rapport.

Re-evaluate your goal. Once you are clear on what is important to the client and the concerns, re-evaluate your goal and decide the appropriate course of action at this time.

Respond based on what you have learned. Use expertise statements, broaden the client's perspective, continue to build question, discuss next steps.



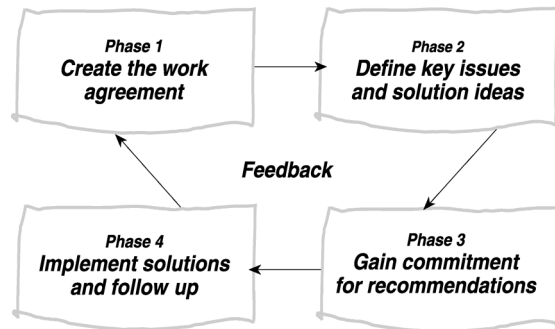
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Sample of Workshop Models

→ THE CONSULTATIVE PROCESS

The Consultative Process



Phase 1. Create the Work Agreement: A methodology and tool that consultants use with individual clients and team members. The results are clear expectations, roles, responsibilities, assumptions and agreements on how individuals and/or the team will work together for success.

Phase 2. Define Issues and Solution Ideas: The gathering of observations, insights and information at the organizational, operational and individual levels to ensure that all issues are identified throughout the project and solution ideas are recommended. A variety of tools provide professionals with ways of capturing information and assessing readiness.

Phase 3. Gain Commitment for Recommendations: A model and tools to determine how to influence the client, create buy-in and gain commitment from all key clients before moving into implementation.

Phase 4. Implement and Follow Up: A focus on the Implementation Map designed to deal with suspected challenges and obstacles proactively. The result is a thorough implementation plan that includes both a technical and non-technical focus.

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