

# The Flawless Consulting Skills Workshop

This world-wide renowned workshop is based on Peter Block's landmark book *Flawless Consulting: A Guide to Getting Your Expertise Used*

## Description

Having impact without direct control...

This workshop is for people in staff functions – Technical Specialists, Accountants, Financial Analysts and Auditors, Systems Analysts, Corporate Planners, Marketing and Sales Specialists, and Human Resource Specialists, all people who seek to have a positive and lasting impact on their internal or their external clients' performance. It is for people who want to enhance their negotiating, consulting and coaching abilities, and employ them along with their instincts and emotions to build effective and sustainable relations with the people they serve.

## Participants learn skills, which lead to:

- Better utilization of their expertise.
- Having their recommendations, more frequently implemented.
- Becoming more in a partnership role with client managers.
- Avoiding no-win consulting situations.
- Developing internal commitment in their clients.
- Increased line manager commitment and trust.

The Flawless Consulting Skills workshop (FCS) integrates two parts. "Contracting Skills" (Part-I) focuses on the skills needed to properly begin a working relationship and get a project started on the right track: clarifying mutual expectations, defining responsibilities, building trust and commitment. "Discovery and Feedback" (Part-II) will enhance your ability to collect and interpret data, deal with internal politics, present your recommendations with impact and run a line manager "feedback" meeting that leads to good decisions and commitment to action.

It helps participants better understand their energy sources, acquire skills to handle work and relationship stress, and learn to avoid negative consequences on oneself and the quality of one's relationship with others and the environment.

## Outline...

### Day 1

- Introduction
- Consulting Goals & Phases
- Consulting Skills Walkthrough
- Consultant Role Orientations
- Contract with the Trainer
- Negotiating Wants
- Personal Values
- Assertiveness


### Day 3

- Introduction to Workshop (Contracting Revisited)
- Form Consulting Teams
- Public Contracting Meeting
- Data Collection Phase
- Resistance in Interviews
- Teams Plan for Interviews
- Conduct Interviews

### Day 2

- Parade of Wants - video
- Resistance
- Resistance Practice - Trios
- Closing The Contracting Meeting & Giving Support
- Contracting Case Study
- Contract with Self
- Consulting Strengths
- Getting Others To Act On What They Know

### Day 4

- Organizing the Data
  - Feedback Language – video
  - Giving Difficult Feedback
  - The Feedback Phase
  - Teams Plan for Feedback Meeting
  - Conducting the Feedback Meetings
  - Individual Contributions
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## Methodology and Learning Approach

The methodologies and learning approach that we employ are highly experiential. When we are engaged in consulting and training services, we make sure that we partner with our clients by involving client employees throughout the interventions to warrant that knowledge is being transferred into the client organization, and thus we reduce long-term dependence on external consultants and trainers, and we nourish and build the internal capabilities.

All our training workshops apply as well this experiential approach, with heavy emphasis on practice, simulations, role-plays and cases drawn from the real work environment, and job realities and situations.

Furthermore, we use videotaping and debriefing to allow the participants to experience themselves in action and assess their own readiness for the desired mindset.

In addition, a one-day follow-up session will take place 6 to 8 weeks after the workshop with the following objectives:

- Refresh the learning.
- Review successes and failures in applying the skills and techniques.
- Nurture the integration of the learning.
- Hone the skills as necessary.

## Logistics...

Each participant will receive a copy of Peter Block's landmark book, *Flawless Consulting: A Guide to Getting Your Expertise Used*, three to four weeks prior to the workshop, along with a Welcome Letter and a Pre-work document to help them prepare for this unique learning experience.

## Testimonials from people that have attended this workshop...

I am grateful, but this particular workshop was the best training I have ever had. It made me truly realize how I can be whole in my job. In my entire career I would never have dreamed of hearing what was delivered to us during this training. It was powerful!"

**Myriam Betouche, Strategic Procurement, France**

"Many thanks, really appreciated the workshop, and I am meeting with my senior manager later today to discuss the way forward trying to utilize some of the awesome learnings."

**Tim Gerry, Process Engineering, Ireland**

"It was the best training in my professional life. I feel that I have developed very good skills to move farther my internal consulting career development. I have received warm support from all my colleagues present at the training and this is another good win from this experience."

**Remei Lara, Organizational Development, Spain**

"The training was excellent. I have discovered that you can be yourself, totally honest, while caring for the clients in the way you serve them."

**Norbert Rotthues, Engineering, Denmark**

"The workshop was very insightful and useful for helping me understand the dynamics between consultant and client relationship. It will definitely help me to use my expertise, to influence the decision making process, and to deal with difficult users and internal clients in my project implementations."

**Jack King, Systems Consultant, U.S.A.**

"It was excellent. It was great learning about the human interactions in doing business, which is ultimately what business is all about."

**Linda Keating, HR and OD Director, Canada**

"Acquiring the skills and concepts in this workshop will be a great asset in my service to my internal clients. It will add a lot of meaning to my journey. I will try my very best to apply the learning whenever I have the chance to do so."

**Gurumurthy Viswanathan, Facilities Management, India**

"The trainer was extremely effective with his teaching methods. He made sure to remember details about all the participants and roped them in at all times in the discussion, thus making them feel comfortable, and allowing them to extract the maximum learning from the workshop."

I was really happy with the course and would definitely recommend others to join it."

**Kavitha Jayaraman, Quality Systems, Malaysia**

"I feel line managers ought to attend the workshop as well to have a better understanding and enable them to be more open-minded when they apply the skills they acquire during their course of work."

**Siew Khim Lau, Human Resources Specialist, China**

"Please conduct this workshop for everyone in the company, everyone for sure will benefit, our culture, work environment, and efficiency would all be in a much better shape."

**Toby Friedel, Organizational Performance Consultant, Germany**

"The exercises, case studies, video taping, and role-plays caused the whole audience to be pretty actively engaged throughout the whole training, and made for a very impact-full experience."

Hassan Al-Aaqil, Senior Trainer, KSA

"Thank you very much for this experience and especially for the follow-up ideas, this is highly appreciated. The training was really excellent, useful and enjoyable and I can warmly recommend it to similar audience."

Marrieke Verhaar, HR manager, Netherlands

"Thank you. Have to tell you that I had participated in a similar course a couple of months before yours. The only difference was that your workshop was 100 times better."

Ari Alm, Global Procurement, Finland

## The Trainer "Joseph Maalouf"

Senior Partner

Effiqua Management Consultants / Beyond Consulting and Training s.a.l.

Founding partner of the Canadian company Effiqua / Designed Learning Canada and of the Lebanese company Beyond Consulting & Training, sister consulting firms specializing in assisting organizations to enhance quality, sustainability and effectiveness through developing the person at work, and reforming management practices and the way responsibility, accountability and knowledge are distributed among all employees.

Joseph has served clients in 27 countries on four continents on a myriad of consulting and training interventions in a wide range of industries.

Mr. Maalouf is a live example of engaging the heart and mind at work, where the engineer, the business person and the poet come together to invite participants and organizations alike to invest in truly holistic learning and change experiences. He is also known for his keen ability to integrate the technical side, systems thinking and the "here and now" into his training approach, hence engaging participants in deep reflections and creating for them the space to bring their own work realities into the room. His methods have supported people and organizations to pave the way for real application of the learning into their jobs and business environments, and for balancing the human and technical systems within their organizations.

Joseph is certainly an achieved management consultant who has left an impact on his clients mainly in the domains of leadership, management systems, team development, change management, human resources management, and organizational building. As a trainer, he is especially renowned for developing and conducting workshops on behavioral choices, organizational reform, creative thinking, leadership, team development, consulting and influencing skills.

Mr. Maalouf has been a presenter at various international conferences and has authored a variety of articles. He is as well a lecturer at a number of respected American, Canadian, and Middle Eastern Universities.

## Registration Fees & Schedule

Fees: **845 KD** per participant. (Group rate is available)

Schedule: **March 9, 10, 11 & 12, 2008.**

For information, please contact:



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