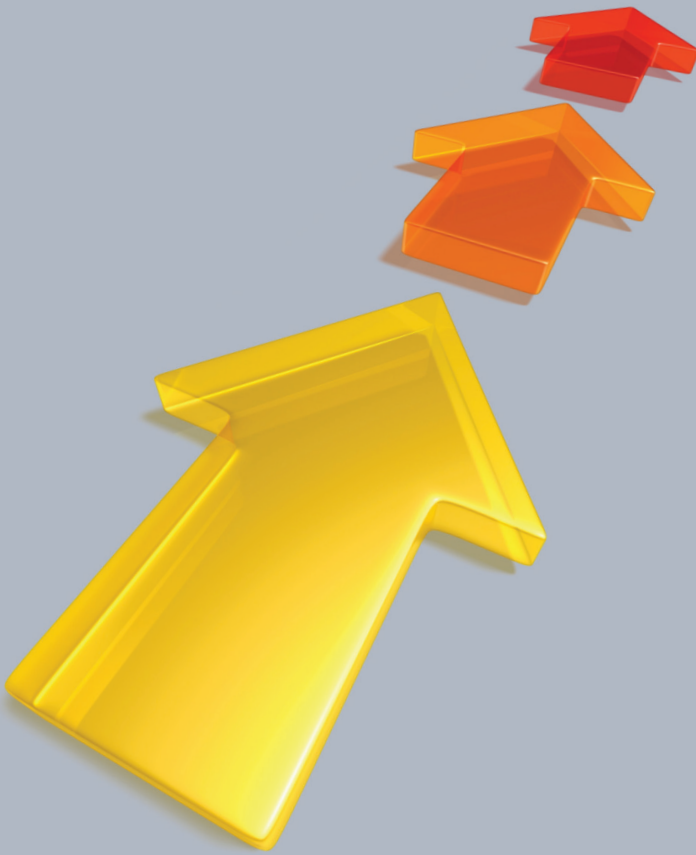


FLAWLESS CONSULTING®

for Information Technology Professionals



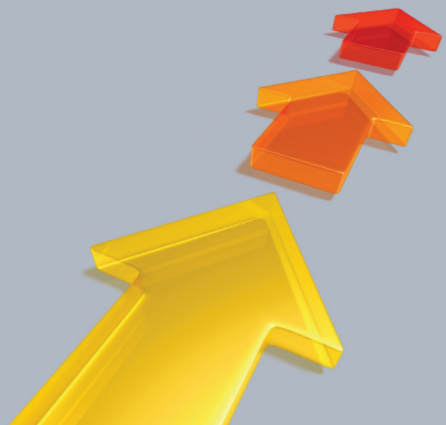
A DESIGNED LEARNING® WORKSHOP



designedLearning®

THE ESSENCE

The game has changed.
Staff functions have to compete
Where they once had a monopoly.
Impact is measured even
More closely.



Flawless Consulting® for Information Technology Professionals

The expectations of IT keep rising. Every organization depends on its IT professionals for competitive breakthroughs, integrated systems and early adoption of IT advances. We want our IT professionals to manage all emerging technologies such as the Internet, electronic commerce, groupware, broadband networks and network security tools.

To meet these expectations, the IT professional's technical expertise is no longer enough — internal clients are only too happy to just have a “quick fix”. The challenge is to develop a deeper relationship with internal customers so that the technology solutions are truly solving the business issues.

The deeper relationship is one of becoming a trusted business partner and collaborator. This requires IT staff to add consulting skills to its set of tools — how to have more influence when they do not have direct control.

Flawless Consulting for Information Technology Professionals from Peter Block's Designed Learning helps participants develop greater collaboration, get IT recommendations accepted and solutions actually implemented. This is customized from our popular *Flawless Consulting 1* workshop. This new adaptation allows participants to apply these proven techniques to their own unique situation.

The Concepts

Consulting Process: Goals and Phases

You will develop an understanding of the essential phases in the consulting process and that each phase has its own unique requirements. Following this model will make projects that succeed more successful and help you avoid those projects that never had a chance.

The Contracting Meeting

You will learn how this initial meeting can make or break the future relationship. You will discover how to design the meeting so that you and your client can connect quickly, pinpoint the real issue and get to the business of discovering what you want from each other.

Consultant Roles and Moving to Partnership

You can either be the expert, called in to solve the problem for the client, the pair of hands called into service to do the work or an equal collaborating with the client. You will learn which role you are most comfortable in, ways to distinguish which role the client is really requesting of you and the personal cost in fulfilling these roles.

Assertiveness and Authenticity

We all have a communication Bill of Rights including the right to be heard, the right to silence, etc. How do we protect these rights without being seen as aggressive and stubborn? You will learn to “push the envelope” of assertiveness in new and effective ways.

Listening and Affirmation

Trust is essential in any consulting relationship. You will learn how to listen to uncover client concerns and to put into words how you feel about working with the client and encourage them to do the same. You will also discover the power of support by recognizing and articulating what is working well rather than belaboring what is not.

Exchanging Expectations and Expressing Wants

We are usually very clear about what our clients want from us — the problem becomes what we want from our clients. How do you, as the consultant, put into words what you want and need to make this project successful. This, sometimes complicated, aspect of the contracting or entry phase, is clearly analyzed and practiced in real life situations in the workshop.

Dealing with Resistance

At some point in each project, we hit a wall. The client does not return our calls or talks about anything except the work at hand. In short, we are encountering resistance. This workshop will help you understand that resistance most often is the client’s defense against their underlying concern. Through powerful, unique simulations, you will discover the key to utilizing resistance and change as a chance for learning and developing deeper, more effective and meaningful relationships with your clients.

The Promises

The objectives of *Flawless Consulting for Information Technology Professionals* are to develop skills that increase the staff person's ability to have a strong and positive impact on their client's business results.

Targeted outcomes include:

- Negotiate more effective and enduring agreements across boundaries.
- Gain better use of staff expertise in the system.
- Work more in a partnership role with others.
- Identify the phases of the flawless consulting process.
- Identify and develop the skills necessary for the process.
- Develop techniques for defining roles and responsibilities and clarifying expectation.
- Develop the ability to assertively express your needs for successful partnerships.
- Understand how your expertise can be utilized in complex organizational systems.

The Participants

Staff members and managers in an information technology, MIS or related department as well as consultants in organizations that provide these services to clients.

Workshop size

Up to 24 participants and may vary based on your specific requirements.

Materials provided

Each participant receives a copy of *Flawless Consulting: Third Edition, 2012*, by Peter Block and a *Participant's Workbook* which becomes a guide and a journal.

Pre-assignment

Chapters 1-9 of *Flawless Consulting*.

Methodology

This workshop is highly interactive. You will become deeply immersed in the material through interactive simulations with one or two other attendees. The workshops also includes written exercises to apply key concepts to your own unique situation. In addition videotaping in small groups is used to analyze actual situations. Finally, you will have the opportunity to experience a full contracting meeting. Brief lectures are used to present initial key concepts. Numerous handouts in addition to the participants' manual are used to increase understanding and application of important concepts.

The Days

Day 1 (8:30-5:00 p.m.)

- Consulting Goals & Phases
- The Consulting Process Walk-Through Exercise
- Consultant Role Orientations
- A Simulation and Case Study on “Negotiating Wants”
- Assertiveness
- Process the Learning

Day 2 (8:30-5:00 p.m.)

- Expressing Wants — Stating Wants as Consultants Simulation
- Recognizing and Dealing with Resistance
- Practice Dealing with Resistance and Role Play
- Closing the Meeting and Giving Support
- Contracting with the Boss
- Practice Planning, Conducting and Reviewing a Complete Contracting Meeting with the Client
- Future Commitments

Designed Learning Affiliates

All workshops are led by Designed Learning affiliates. These experienced consultants have a wide range of experiences within organizations providing them with the unique ability to understand and relate to the perspectives of internal consultants like yourself. Many of Designed Learning affiliates utilized Designed Learning's services before actually starting their own consulting businesses. With affiliates throughout the United States and Europe, Designed Learning can match affiliates with your specific needs.

ADDITIONAL INFORMATION

We want to talk with you. Give us a call or visit our website www.designedlearning.com to see how others, like yourself, decided to attend these workshops, the only one's designed and continually developed by Peter Block. Join others who have captured the experience of consulting flawlessly in their organizations.



Peter Block

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