

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, offered virtually or in-person, is organized around the idea that if a manager or team can gain insight into how they are actually contributing to the very concern they are worried about, they will see what action can be taken to move the situation forward.

The learning is highly experiential, with more practice than teaching. It is built upon the foundational concepts covered in Flawless Consulting 1 and is organized around a simulation with time for reflection for each participant to customize the concepts and learn from peers. The Discovery phase 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.

Get in touch

For more information on how to bring **Flawless Consulting®** into your organization or to attend a public workshop, please visit www.designedlearning.com or call +1 (248) 701- 5928.

In Flawless Consulting 2, you will learn to:

- Utilize skills learned in Flawless Consulting 1 to prepare and conduct a contracting meeting
- Practice data collection around a business issue through discovery interviews
- Deal with resistance in the 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



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

Discover why.



"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

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.

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"I invited Flawless Consulting to teach 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.' Thank you for the great experience, and we look forward to more workshops together!"

— ANNA-GRACE LAIR, LEARNING ADVISOR FOR HR, SHELL CORPORATION