



FLAWLESS CONSULTING® REFRESHER

Consulting, at its best, is about action and interaction, relationships, and results. But even under the best of circumstances and with the best of intentions, consultants may not be at their best every day. That's why we've developed a program designed for teams who've attended a Flawless Consulting® program in the past and might want to reinvigorate what they've learned to help influence change inside their organizations.

Flawless Consulting Refresher is a three-part group coaching experience where we bring together past attendees from a Flawless program to reintroduce key concepts, explore lessons learned, and share what has worked, what has not, and what remains still to try.

The 90-minute sessions are conducted virtually for up to 20 participants. They are recommended to be conducted over a period of four to six weeks, with time between each session to allow for continued practice and implementation.

◆ These "refreshers" are designed specifically for individuals who have attended a past Flawless Consulting session and not as a substitute for the program.

Contact Us

To get in touch about bringing a Flawless Consulting Refresher to your organization, please visit www.designedlearning.com or call +1-513-207-8866.

SESSION ONE:

CONTRACTING FOR COMMITMENT

- Rediscover the roles consultants play and the role you practice in day-to-day work
- Refocus on contracting in a way that prioritizes connection and building trust
- Explore challenges you've run into while implementing the *Flawless* practices
- Reintroduce yourself to the contracting process that leads to the collaborative commitment from the clients you serve

SESSION TWO:

DEALING WITH RESISTANCE

- Spend some time reacquainting yourself with the resistance-handling technique
- Practice naming resistance, the hardest of all the *Flawless* skills to master
- Hear from your peers how they've best handled their own resistance and the resistance of others

SESSION THREE:

THE AUTHENTIC CLOSE

- Revisit the *authentic close* of conversations with your clients
- Ensure agreements are clear and specific
- Focus on asking for concerns about the agreements made
- Review elements of discovery and feedback to help ensure your expertise is utilized to the fullest