**Flawless Consulting Talking 1 Points**

* Today’s workshop is based on the best-selling book by Peter Block, *Flawless Consulting: A Guide to Getting Your Expertise Used*.
* The workshop is being delivered by Designed Learning, a Peter Block company.
* The workshop is designed to get your expertise used when you don’t have direct control.
* The problem is not that we lack technical expertise. The challenge is to develop the skills to get our technical expertise utilized. We do this by building trusting relationships not by being the expert or order-taker for our clients.
* In this workshop, you will learn and practice skills for getting an agreement. You will learn about how to negotiate wants, deal with resistance, gain commitment and give support.

**Flawless Consulting 2 Talking Points**

* Today’s workshop is a follow-on to Flawless Consulting 1. In that session, you learned and practiced the skills for getting an agreement, negotiating wants, dealing with resistance, gaining commitment, and giving support to the internal clients we serve.
* In Flawless Consulting 2, you will work in teams to further develop the skills you’ve started to build. You will learn how to diagnose a client’s underlying problem and then how to provide feedback, even difficult feedback, in a way that inspires them to move forward more often with your recommendations.

**Leader/Sponsor Talking Points**

* Thank participants for accepting the invitation to attend.
* Explain why you have decided to sponsor the workshop and how you expect it to support the work of the participants in the session.
* If you have any personal experiences with the Flawless Consulting book or workshop, share that as part of your opening remarks focusing specifically on how the content has impacted how you work.
* Encourage participants to make full use of the learning experience by limiting distractions, asking questions, and sharing their experiences.
* Invite participants to share key takeaways and feedback with you and/or their immediate supervisor and Designed Learning via course evaluation.