



Collaborative Consulting

This two-day course, *Collaborative Consulting*, helps participants develop the fundamental skills for using a collaborative approach in consulting situations. Participants learn to contract with their clients to maximize the effectiveness of their consulting services. A business case study allows participants to fully practice contracting, data gathering, data analysis and managing a feedback meeting. Consulting teams are formed to provide additional experience in high performance teamwork. Assessments are used to help participants identify their consulting strengths and weaknesses. This course can be expanded to develop advanced consulting skills by adding a third day.

PROGRAM OBJECTIVES:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with assessments and practice simulations to create a rich and engaging learning environment to:

- Gain understanding of consulting requirements and our own strengths and weaknesses
- Learn and practice the five steps of the collaborating consulting process
- Develop consulting skills by applying the process to a realistic business situation
- Learn more about personal style and preferences using MBTI
- Practice developing and asking great questions
- Practice listening and handling resistance
- Practice working in consulting teams and learning to leverage others' strengths

COURSE CONTENT:

MBTI: explore style preferences and how to use this information when working with others

Types of Consulting: content expert, doctor, process coach, process expert

Consulting Continuum: range of consulting roles

Consulting Skills: self-assessment of key skills involved in consulting

Consulting Model: Entry; Data Collection & Diagnosis; Feedback & Suggestions; Implementation; Follow-up

Contacting: checklist and action tables; practice

Consulting Case Study: role play case study to practice the first three steps of the consulting process

Data Collection Approaches: sources, questions; practice

Collaborative Relationships: how to remain collaborative; TripleWin Relationship Model

Diagnosis and Feedback Meeting: things to pay attention to; practice

Implementation and Follow-up: things to pay attention to

Do's and Don'ts: how to successfully apply the 5 step consulting model