



CONSULT

True Solutions Consulting Program

DESCRIPTION

This program develops the core thinking, communicating and consulting skills required to become a persuasive solutions provider and 'trusted advisor'.

CONSULT is a highly experiential program that takes participants from a product-focus to a solution-focus in just 4 days.

Highly effective communication planners and real customer scenarios mean application back in the workplace is easy, immediate and continuous.

Participants learn how to improve their thinking, planning and communication skills through powerful exercises, role-plays and presentations and receive one-on-one feedback and coaching.

For many, this program has significantly changed the way they approach people, problems and commercial (and non-commercial) relationships.

OUTCOMES

- Understand personal thinking styles and why we do what we do
- Be able to profile others and adjust approach and style appropriately
- Understand the skills required for professional customer engagement
- Negotiate and problem solve effectively and resolve potential conflict using Whole Brain Thinking
- Use a discovery methodology to effectively uncover customer needs, priorities and identify opportunities
- Understand the business implications of technical issues
- Develop solutions-based presentations that are relevant to decision-makers
- Maximise personal credibility
- Save 50% of time planning presentations
- Better engage people at all levels

KEY AREAS

- Understanding yourself and others
- HBDI™ profile debrief and coaching
- 'Whole Brain' conflict management and problem solving
- Meeting structure
- Discovery skills
- Structuring communications and presentations
- Personal delivery skills and coaching

METHOD

Instructor led, highly experiential (learn by doing) program using video, discussion, role-plays, presentations and communication exercises

COURSE DURATION

4 days

