Powerful Professionals Workshops

rev 5.1

A TYPICAL 2 DAY WORKSHOP OUTLINE

WITH THE *POWERFUL FEEDBACK CLIENT SERVICE SURVEY*

Note: This typical outline is always adapted to meet the needs of the organization and participants.

DAY ONE

8:00 **Opening**
- changing role of the professional
- overview of the expertise delivery model
- issues & concerns

8:30 **A Stimulating Simulation**
- thought-provoking exercise
- impact of a consulting process

9:30 **The Expertise Delivery Process**
- overview of the 5-Step Expertise Delivery model

10:00 **Exploring the Need**
- the dynamics of a first meeting with a client
- how to get at the underlying need
- Exploring the Need practice session

12:00 **Lunch**

1:00 **Clarifying Expectations**
- why clarify expectations?
- what and how to clarify

2:45 **Gathering Information**
- importance of the skill of sorting out complex situations
- simulation
- questioning skills strategies

4:15 **Client/Customer Service Feedback Report**
- why feedback?
- overview of *Powerful Feedback Report*
- personal time with the Report

4:45 **Day One Wrap-Up**
- look ahead to *Profile* action planning

DAY TWO

8:00 ***Powerful Feedback* Action Planning**
- why and how to plan
- personal action planning
- group action planning

9:45 **Being Strategic as a Professional**
- how to look at your role strategically
- getting leverage on your expertise
- how to say no to low value work

11:00 **Recommending Change**
- the 'Grand Canyon' skill gap
- a professional selling model
- presenting features and benefits
- dealing with client reservations
- setting up change

12:00 **Lunch**

1:00 **Skill Building Practice Sessions**
- on-job simulations
- coaching

3:00 **Selected Options:**
- leading change
- mapping complex stakeholder systems
- career growth as a professional

4:00 **Taking Stock/Closing**
- in general
- closing this workshop

4:45 **Application/Integration Session**
- personal applications
- group follow-through applications

PRE WORKSHOP LEARNER PREPARATION

- Optional web-based *Powerful Feedback* customer/client service survey (www.Powerfulfeedback.com) is started about five weeks before workshop. Each participant completes own assessment, then requests clients and others to complete theirs. (Confidentiality assured.)
- Meeting with supervisor about the workshop, expectations and outcomes.
- Prepare a Business Challenge and/or pre-reading from *Powerful Professionals*.

FOLLOW-THROUGH

- Discussion with supervisor or manager and additional improvement application planning.
- The practical, 'how-to' book *Powerful Professionals*—a desktop reference full of practical models, checklists, etc.
- Access to the web application tools, with dozens of continuous learning and application tools all hypertext linked together for ease of access. "Consulting help—just in the click of time!"
- Selected activities as outlined in the *Application Support Systems* document.

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