rev 5.1

OVERVIEW OF THE *POWERFUL PROFESSIONALS* SKILL-BUILDING WORKSHOP

PARTICIPANTS

Professionals and their leaders—including systems analysts, engineers, financial professionals, human resource advisors, public affairs advisors, etc.—anyone whose role is to deliver an expertise to clients or customers.

GOALS OF THE SKILL BUILDING

To assist professionals to deliver their expertise more successfully by increasing skills in:

- using a practical five step process to successfully deliver professional expertise.
- establishing productive client/customer/manager relationships—internally or externally.
- developing interpersonal & communication skills for working with clients and others.
- clarifying the underlying needs and expectations which set up professional recommendations.
- creating value-added professional roles supporting the direction of the organization.

In addition, an optional but proven, customer/client service 360^0 survey, the *Powerful Feedback Report,* gives each participant very specific skill feedback on areas of strength and on areas needing improvement. The objective of this confidential feedback is action planning for specifically targeted behavior change and results.

HOW TO TOPICS

Using engaging and participative presentations, discussions, checklists, and application sessions, participants will learn the skills we know are crucial from over 60,000 client surveys:

- ✓ how to use a five step process for delivering their expertise.
- ✓ how to clarify expectations and value-added roles with managers, clients and customers.
- ✓ how to ask effective questions to get at the underlying needs.
- ✓ how to sort out complex situations quickly.
- ✓ how to present their recommendations to increase client commitment to change.
- ✓ how to effectively wrap up projects.

CUSTOMIZATION & APPLICATION

A successful workshop is a great start to the real goal—improved performance and results. The *Powerful Professionals* workshop has, besides the usual skill application sessions in the workshop, a number of innovative tools for long-term learning and application:

- a choice of 17 integrated modules to meet your specific needs.
- a customized *Application Fieldbook,* adapted to the needs and priorities of the organization.
- an action planning process and guide tied to the *Powerful Feedback Report.*
- a desktop copy of the 3rd edition *Powerful Professionals* book—a treasure trove of models, checklists, worksheets, ideas, examples including literally *101 Application Ideas.*

LOGISTICS

Duration:	Usually 2 days (customized versions are available)
Class Size:	Up to 22 participants
Pre-work:	Pre-reading from the *Powerful Professionals* book, meeting with supervisor about expectations, completion of a *Business Challenge*, and the *Powerful Feedback* customer/client feedback survey
Post-work:	Selected activities as outlined in the *Application Support Systems* document.

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